

Claim Form For Processing Zero Liability Claims On PowerVantage Plus Platinum Debit Cards

PLEASE ANSWER ALL QUESTIONS FULLY IN CAPITAL LETTERS.

<p>1. Case details:</p> <p>(i) Customer Name: _____ <small style="margin-left: 100px;">First name</small> _____ <small style="margin-left: 20px;">Middle name</small> <small style="margin-left: 150px;">Last name</small></p> <p>(ii) Customer ID: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p>Account Number: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p>(iii) Debit Card Number: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p>(iv) Occupation: _____</p> <p>(v) Designation: _____</p> <p>(vi) Address for correspondence: _____ _____ State: _____ City: _____ Pin Code: _____</p> <p>(vii) Contact Numbers: Office: _____ Residence: _____ Mobile: _____</p> <p>2. Nature of loss:</p> <p><input type="checkbox"/> Lost Card <input type="checkbox"/> Stolen Card</p> <p><input type="checkbox"/> Others: _____</p> <p>3. Type of fraud: <input type="checkbox"/> Point of Sale</p>	<p>4. Transaction details:</p> <p>a. Date: _____ Amount: _____ Name of Merchant: _____</p> <p>b. Date: _____ Amount: _____ Name of Merchant: _____</p> <p>5. Date of loss:</p> <p>Date: _____ Place: _____</p> <p>6. Date of reporting loss to HSBC:</p> <p>Date: _____ Place: _____</p> <p>7. Documents submitted:</p> <p><input type="checkbox"/> Dispute Letter <input type="checkbox"/> FIR / Police Complaint</p> <p><input type="checkbox"/> Passport copy (in case of international transaction dispute)</p> <p>8. Card used at Point of Sale at least once in last 3 months prior to the date of the disputed transaction:</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>9. Any additional information relevant to processing of claim</p> <p>_____</p> <p>_____</p>
--	---

Declaration

I/We hereby agree, affirm and declare that:

(a) The statements/information given/stated by me/us in this claim form is true, correct and complete.

(b) Furthermore, no other claim (same/similar claim) has been made or lodged with any insurance company.

(c) No material information which is relevant to the processing of the claim or which in any manner has a bearing on the claim has been withheld or not disclosed.

(d) If I/we have given/made any false or fraudulent statement/information, or suppressed or concealed or in any manner failed to disclose material information, the Bank shall decline this claim and that I/We shall not be entitled to all/any rights to recover thereunder in respect of any or all claims, past, present or future.

(e) The receipt of this claim form/other supporting/related documents does not constitute or be deemed to constitute an agreement by the Bank to settle the claim and the Bank reserves the right to process or reject or require further/additional information in respect of the claim.

(f) I/We have read and understood the terms & conditions mentioned overleaf and do hereby agree to abide by the same.

Date: _____

Place: _____ Signature



Zero Lost Card Liability - Terms & Conditions

1. The loss or theft of the Debit Card should be reported to HSBC PhoneBanking immediately. Although loss or theft may be reported by any means, the PowerVantage Plus Platinum Debit Cardholder (hereinafter referred to as "Cardholder") must confirm the same in writing to HSBC as soon as possible.
2. Zero Lost Card Liability is applicable only on fraudulent Point of Sale Transactions and not ATM transactions. This feature is not applicable to frauds related to delivery of cards.
3. The Zero Liability offering is valid for all Point of Sale transactions carried out on PowerVantage Plus Platinum Debit Cards and reported after 15th June 2009.
4. In case of unsigned card (signature not present on reverse of card), Zero Lost Card Liability will not be applicable, and the cardholder will be liable for the transaction.
5. The liability per card is restricted to a maximum of Rs. 50,000 and for losses up to a maximum of 30 days prior to reporting the loss of Debit Card to the Bank.
6. Cardholder will receive the credit, within 25 working days of receipt of required documents by the bank.
7. Documents required to be submitted:
 - a. Claim Form
 - b. Dispute Letter with list of disputed transactions (Date, Name of Merchant, Amount)
 - c. FIR/Police Complaint
 - d. Passport copy (in case of international transaction dispute)
8. Cardholder must submit the required documents to nearest HSBC branch within 15 days of reporting the loss to HSBC.
9. **The number of claims is restricted to a maximum of one claim per account in the calendar year.**
10. Bank reserves the right to reject the claim if similar claim has already been made on the card earlier during the same calendar year.
11. Claims under Zero Lost Card Liability to be accepted & processed, the cardholder should have carried out at least 1 purchase transaction using the Debit Card, within 3 months prior to the date of the disputed purchase transaction.
12. On receipt of communication regarding your lost or stolen debit card along with the requisite documents, HSBC is authorized to conduct its own investigation in respect of such lost or stolen card. If such investigation reveals any direct or indirect involvement of the cardholder or cardholder's relatives or employees or colluding with third parties, HSBC is authorized to take appropriate action against the cardholder in addition to refusing to extend the benefit of Zero Lost Card liability to the cardholder.
13. The findings and the decision of the Bank in case of any dispute shall be final and binding on the cardholder.
14. HSBC reserves its absolute right to withdraw or alter any of the terms and conditions of this feature at any point in time without prior notice to the Cardholder(s).
15. Any dispute arising out of or in connection with this feature shall be subject to the exclusive jurisdiction of the courts in Mumbai only. The existence of a dispute, if any, shall not constitute a claim against HSBC.