

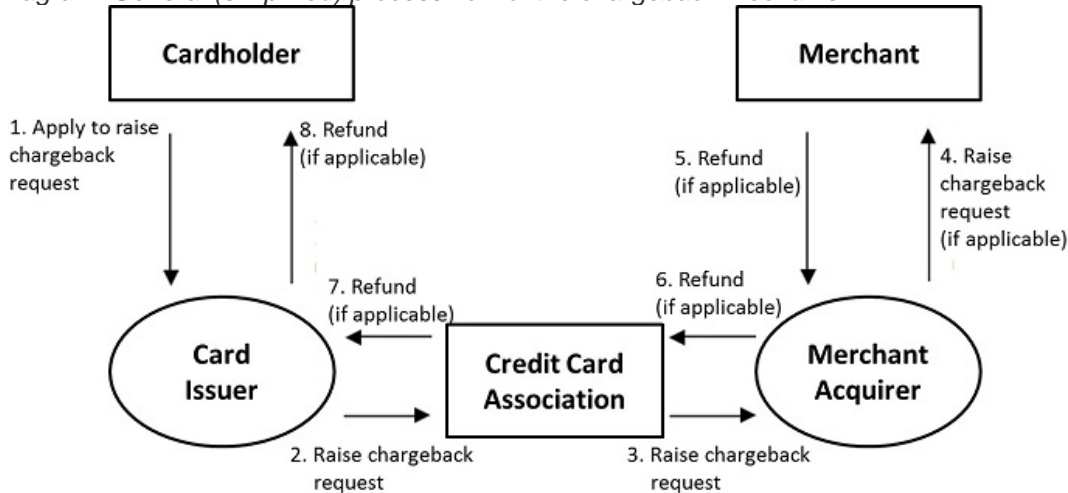


Credit Card Chargeback

1. What is Chargeback?

Generally speaking, cardholder using credit cards to make payments upfront may apply for a refund of the payment or raise a “chargeback” against disputed transactions. Chargeback is a mechanism which allows transactions to be reversed and makes refunds of the transaction amount or outstanding transaction amount to the cardholder under certain circumstances according to the rules set out by Card Associations (e.g. Visa, MasterCard and UnionPay). For example, where the goods received are damaged or not as described, services not rendered or merchandise not received, etc.

Diagram: General (simplified) process flow of the chargeback mechanism



Notes (5-8): A merchant acquirer or a merchant may, in accordance with the rules of the respective credit card association, accept or reject a chargeback request. Where the merchant acquirer or the merchant rejects the chargeback request but the card issuer or cardholder does not agree with the decision, the card issuer may in accordance with the rules of the respective credit card association submit the disputed transaction to the credit card association for arbitration.

2. What is the role of the card-issuing bank?

We, as a card issuer, after obtaining the details of the disputed transactions from the cardholder, will raise chargeback request for the cardholder against the merchant acquirers under the rules and criteria of respective Card Associations.

3. How can you raise a chargeback request?

You can contact us for disputed transactions and request a chargeback. Supporting documents (e.g. invoice or service contract) is needed for our investigation. If the request is accepted, we will raise a chargeback claim against the related merchant acquirer pursuant to the scheme rules of Card Associations. You are required to raise a dispute within 60 days after the statement date (except for merchant close down) in accordance with the Cardholder Agreement in order to have sufficient time for us to process the chargeback request. Upon acceptance of the chargeback claim by the merchant acquirer, we will cancel the related transaction and refund the relevant amount to you.

In general, depending on the chargeback reason and the rules of the respective Card Associations, we will submit chargeback request to merchant acquirer within 120 days (Visa/MasterCard) or 180 days (UnionPay), from transaction processing date together with the relevant transaction receipt(s) and record(s).

For merchants closedown, we will submit chargeback request together with the relevant transaction receipt(s) and record(s) to merchant acquirer within 120 days (Visa/MasterCard) or 180 days (UnionPay) from the merchant close down but not exceeding 540 days (Visa/MasterCard) or 360 days (local spending for UnionPay) from transaction processing date.

You can raise a chargeback request via one of the following channels:

- (1) Call Customer Service Hotline – For Commercial Card: (852) 2748 4343
- (2) Download “Credit Card Transaction Dispute Form” from business.hsbc.com.hk and submit the completed form together with relevant transaction receipt(s) or contract(s) (if applicable) and mail to Cardholder Dispute and Chargeback Section, Card Centre, 8/F Tower 2 & 3 HSBC Centre, 1 Sham Mong Road, Kowloon

As the investigation process takes time to complete and we are required to comply with the respective Card Associations' time limits, you are advised to submit supporting documents to us at your earliest convenience (within 14 days after you raise the dispute request).

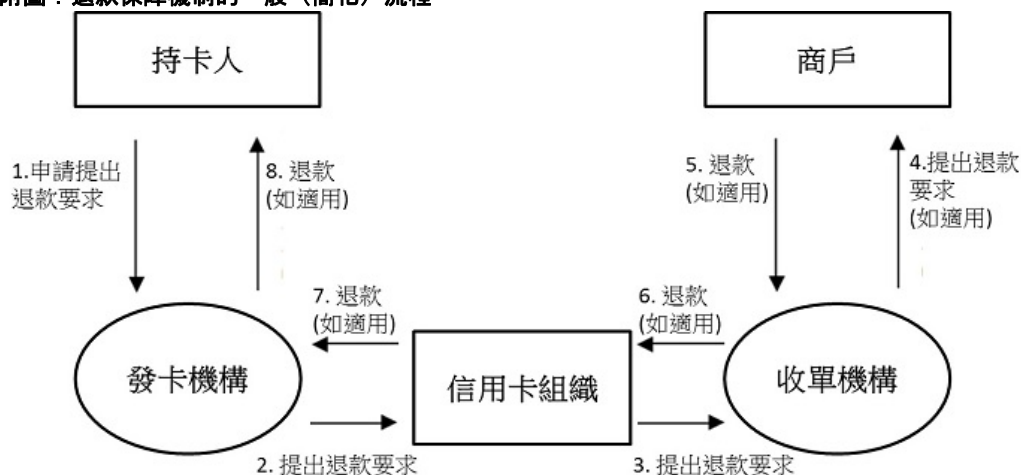
After we receive the dispute request from you, in general we will refund the dispute amount temporarily to you within 6 working days. The temporary refund letter will then be issued to advise you that the temporary refund is processed and the dispute will normally take 6 to 8 weeks for investigation with the merchant acquirer. The dispute case is closed if no representment is received from the acquirer within 8 weeks. Otherwise we will contact you to follow up. In case of any dispute, the decision of respective Card Associations shall be final.

信用卡退款保障

1. 甚麼是信用卡退款保障？

一般而言，持卡人使用信用卡作一次性預繳款項，若日後對交易有所爭議時，可就支付的款項作退款申請。信用卡退款保障（Chargeback）是一個由信用卡組織（如：Visa、萬事達卡及銀聯）所制定的機制，容許在特定情況下將有關信用卡交易撤銷並退回支付的款項或款項耗用所剩的餘款退回給閣下。例如，收到的貨品有損毀或與描述不乎、商戶在閣下使用信用卡付款後未能交付貨品或提供服務。

附圖：退款保障機制的一般（簡化）流程



註（5-8）：收單機構或商戶可以根據信用卡組織所訂立的規則接受或拒絕退款要求。如收單機構或商戶拒絕退款要求，但發卡機構或持卡人不同意有關決定，發卡機構可以根據信用卡組織所訂立的規則要求信用卡組織就有關爭議交易作出最終仲裁。

2. 發卡銀行擔當的角色是甚麼？

本行作為發卡機構會在向持卡人了解有關爭議交易的詳情後，根據信用卡組織制定的爭議規則及法規下代持卡人向商戶的收單機構就有關交易提出爭議，並要求退款。

3. 閣下應如何提出信用卡退款保障申請？

閣下可以向本行提出賬項諮詢及退款申請，閣下需提供相關證明文件（例如：發票或服務合約）給本行作出調查。如果本行接納申請，本行便會根據機制規定，透過信用卡組織向有關商號所屬收單機構作出退款申索。閣下應根據卡持卡人合約，於月結單日期起60天內通知本行（商戶業務終止除外），以便本行有充分時間處理退款要求。若收單機構接納申索，本行便會將有關信用卡交易撤銷並退回支付的款項或款項耗用所剩的餘款退回給閣下。

一般而言，因應閣下所提出的信用卡退款保障原因及根據不同信用卡組織的條款，本行會於交易清算日起計120天（Visa / 萬事達卡）或180天（銀聯）內連同有關交易之簽賬單據及紀錄向收單機構提出退款要求。

假若商戶業務終止，本行會於商戶業務終止日 120 天（Visa / 萬事達卡）或 180 天（銀聯）內但不超過交易清算日起計 540 天（Visa / 萬事達卡）或 360 天（銀聯之本地簽賬）連同有關交易之簽賬單據及紀錄向收單機構提出退款要求。

閣下可透過以下方法向本行提出退款要求：

(1) 致電客戶服務熱線 - 商業卡：(852) 2748 4343

(2) 於 business.hsbc.com.hk 下載「爭議交易表格」，填妥表格後，連同有關商戶交易之文件及合約（如適用），寄回信用卡中心，交易爭議處理組：九龍深旺道1號滙豐中心第2座及第3座8樓

由於賬項諮詢調查需時，閣下應盡快提供相關證明文件及交回本行（於閣下提出信用卡退款保障申請14天內）。

當本行收到閣下的退款要求後，一般而言，本行會於6個工作天內安排臨時退款給閣下，本行會寄出臨時退款信函，通知閣下臨時退款已辦妥，而有關賬項諮詢需約6至8星期和商號之所屬收單機構進行調查。如在8星期內未有收到收單機構的後續通知，即賬項諮詢調查已結束。若本行收到收單機構的後續通知，則本行會聯絡閣下再作跟進。如有任何爭議，有關信用卡組織將保留最終決定權。