

## **Best practices on fraud avoidance and dispute resolution**

### **Tips on Dispute Resolution**

#### **Check your statement for irregular entries**

Please ensure that you check your credit card transactions in the statement and inform the Bank of any unusual transaction within 20 days of receipt of your statement.

#### **If there are irregular entries what should be done?**

You can call us immediately on 4 4722 00 or email us [on\\_creditcards@hsbc.com.lk](mailto:on_creditcards@hsbc.com.lk) or you may write to us on P O Box 73 Colombo and inform us of the disputed transaction.

#### **Once the dispute is received from the customer what would the bank do?**

Based on the nature of the dispute and Visa / MasterCard / LankaPay regulations the bank would make every effort to resolve the dispute within the stipulated time limits.

The bank would update the customer of the status of his dispute within 3 working days of receiving same. Any further updates would be done as and when appropriate. The customer would be able to use the credit card during the dispute resolution process unless otherwise specified by the bank.

If the dispute is resolved in favor of the customer the bank would refund the transaction amount and the interest component pertaining to this transaction.

#### **Signing of sales drafts**

Always check the transaction **value** and **currency** stated on the sales draft before signing. Never sign on blank sales drafts, as you will be responsible to pay for any transaction amount charged to your credit card, if your signature is placed.

#### **Cancelled transactions**

Please obtain the following documents at the time your transaction is cancelled:

- Void slip or refund receipt.
- A document to prove that the merchant had accepted the returned goods (if goods were returned to the merchant).

#### **Cancelling of standing orders**

- The merchant should be informed directly in writing regarding the cancellation.
- Keep a copy of the letter/ fax with you.
- Cancellation takes effect after 15 days as per Visa / MasterCard International rules.

#### **Handling fee / surcharge**

A handling fee will only be charged for purchases made from petrol stations in Sri Lanka, which is calculated at the time the transaction is billed on the credit card.

In all other cases, a merchant is not allowed to add any extra charges to the transaction value. If such an extra charge is added;

- Surcharge value should be shown separately on the invoice.
- Documents should be produced to us, so that we may pursue the matter with the merchant's Bank.

Cardholders may not be entitled to promotional discounts unless it is revealed by the merchant.

**Installment transactions.**

Any installment transaction dispute arising with the merchant should be resolved with them directly. Any price discrepancies at the point of sale (discrepancy between the cash price and the card transactions), should be resolved with the merchant prior to the payment being made.

## Hotel transactions

### Guaranteed reservation

When a guest reserves a room by providing his card details as security, the guest should make note of the following before finalizing the reservation.

- The room rate with tax
- Confirmed reservation code
- The cancellation policy of the hotel
- Final date for cancellations

When cancelling a confirmed reservation, the cancellation must be according to the hotels' cancellation policy and must be done before the final date of cancellation. The guest should also make note of the following;

- Cancellation Code (The Hotel should advise the guest of the cancellation code).
- It's always better to get a written confirmation from the merchant regarding the cancellation.

If a **confirmed reservation** is not cancelled and the guest does not come on the said date, the hotel has a right to charge the cardholder for one night's stay. This is called a "No Show" transaction. The merchant is not asked to obtain signature of cardholder or any permission from the guest to bill a "No Show" charge.

Once the cardholder has made a confirmed reservation and if there are no rooms to offer when the guest arrives at the hotel, the guest has the following rights.

- Similar accommodations at a hotel of at least similar quality for one night.
- Transportation to that hotel.
- Forwarding of all messages and calls to that hotel.
- A free telephone call for duration of 3 minutes.

### Advance deposits

This is where the hotel requests for an advanced deposit to confirm the reservation. Upon making an advanced deposit reservation, the guest should obtain confirmation on the following.

- The room rate
- The advance deposit amount
- That the advance deposit would be deducted from the final bill
- That the accommodation is reserved for the period covered by the advanced deposit.
- Cancellation rules of the Hotel (part or all of the advanced deposit may not be refunded, if cancellation rules are not followed).

As in case of a **confirmed reservation**, the guest should get a cancellation code in case of a cancellation. Further, the guest should also obtain a credit voucher from the hotel.

In case of overbooking, the guest is allowed to the rights mentioned before and should also get a credit voucher.

## **Pre Authorisation**

The hotel has the authority to obtain approval for an estimated cost of a guest stay

- In the event the final bill value is settled by any other means than using your HSBC credit card, please ensure that the hotel cancels the pre-authorisation obtained at the time of check-in.

## **Late and amended charges**

If there are any charges that the hotels needs to bill the guest after check out, it may do so, but should first inform the cardholder in writing with a detailed explanation of the additional charges.