To 致： **The Hongkong and Shanghai Banking Corporation Limited**
香港上海滙豐銀行有限公司

Date 日期	day 日 / month 月 / year 年

REQUEST TO REVERSE INCORRECT BILL PAYMENT OR FUND DEPOSIT MADE TO A THIRD PARTY ACCOUNT IN HONG KONG / CROSS BORDER QR PAYMENT / RETURN FUND TRANSFER RECEIVED FROM A THIRD PARTY ACCOUNT IN HONG KONG 請求撤銷錯誤繳費或存款至本地第三者戶口／ 跨境二維碼支付／ 退回從本地第三者戶口轉入的款項

Important Notes 重要事項：

1. Please complete in **Block Letters** and tick where applicable. 請用**正楷**填寫，並在適當的地方加上剔號。

2. **For incorrect fund deposit or bill payment made through Automated Teller Machine (ATM)/Cheque Deposit Machine/Cash Deposit Machine, please use "Self-Service Banking Services Investigation Request Form".** 通過自動櫃員機／「入票易」／「存錢妥」進行的錯誤存款或繳費，請使用「自助銀行服務調查申請表格」。

3. The correspondent bank, recipient's bank or the Participant of Faster Payment System (FPS) may charge you for handling this request. 代理銀行、受款銀行或「轉數快」參與者處理閣下的申請時，可能會收取有關服務費。

4. Whilst the Bank will review this request and attempt to contact the recipient/recipient's bank/FPS Participant for reversal of the transaction whenever appropriate, any reversal is subject to the agreement of the recipient. 儘管本行將會檢查此請求並在適當時嘗試通知受款人／ 受款銀行／ 「轉數快」參與者有關撤銷交易的要求，但須視乎受款人會否同意該要求。

5. Your email address and contact number maintained in the Bank's record will be used for correspondence in respect of this instruction. Please ensure that your email address and contact number with the Bank are up to date. 請確保您於本行維持最新的電郵地址和電話號碼紀錄。本行將以這紀錄用作此指示的聯繫通訊。

6. The Bank will acknowledge receipt of this request within the next working day and aim to provide a final reply in 20 working days in normal circumstances ("Working Day" means a day, other than a Saturday, Sunday or public holiday, on which banks are open for general business in Hong Kong). 本行收到您的請求後，會於下一個工作天內確認收到請求，並在正常情況下務求在二十個工作天內提供最後回覆（「工作天」指銀行在香港開放營業的日子，週六、週日或公眾假期除外）。

Details of Customer 客戶資料

Name 姓名

Salutaion 稱謂： ☐ Mr 先生　☐ Mrs 太太　☐ Miss 小姐　☐ Ms 女士　☐ Others (including Corporates) 其他（包括企業）

Surname 姓▼　　　　　　　　　　Given Name 名▼　　　　　　　　　　Other Name 其他名▼

Identification Document Details 身分證明文件資料	Transaction Account Number 交易戶口號碼
Type: ☐ Hong Kong Identity Card ☐ Passport 護照 種類： 香港身分證 (Place of Issue 簽發地點：) ☐ Others (e.g. Business Registration Certificate or Certificate of incorporation) 其他（例如：公司註冊證書或商業登記證）： Number 號碼：	Account Type 戶口種類 *(For Integrated/Business Integrated Account Only 只適用於綜合理財／ 商業綜合戶口)* ☐ Savings 儲蓄　　☐ Current 往來

Correspondence Address *(Applicable to Non-HSBC Customer deposit over counter through Branch)* 通訊地址 *（只適用於非滙豐客戶於分行櫃枱的現金存款）*

Information on Feedback 意見內容

Type of Service Used and Transfer Details 服務類別及轉賬資料

☐ **Incorrect Funds Transfer 錯誤轉賬**

☐ HSBC Online Banking / HSBC HK Mobile Banking App 滙豐網上理財／ 香港滙豐流動理財應用程式

☐ Business Internet Banking / HSBC Business Express Mobile app 商務「網上理財」／ 滙豐 Business Express 流動應用程式

☐ Branch Service 分行服務

Registered Principal Account Number 已登記主要戶口號碼

☐ Phonebanking Service 電話理財服務

☐ Standing Instruction 常行指示

☐ HSBCnet 滙豐財資網

☐ Other 其他 *(Please specify 請註明：　　　　　　)*

☐ HSBC Connect 滙豐銀企直聯服務

Date of Transaction 交易日期	Transaction Reference Number 交易號碼	Transferred Currency and Amount 轉賬貨幣及金額

Details of Account Being Incorrectly Transferred to 錯誤受款戶口資料	Intended Recipient Account Details 原定受款戶口資料
Account Number / Proxy ID 戶口號碼／ 識別代號	Account Number / Proxy ID 戶口號碼／ 識別代號
☐ Hong Kong HSBC Account 香港滙豐戶口 ☐ Other Local Banks/Payment Service Providers Account 其他本地銀行／ 付款服務供應商戶口 　Please State *(Optional)* 請註明 *（選填）*： ☐ FPS Default Account 「轉數快」預設戶口	☐ Hong Kong HSBC Account 香港滙豐戶口 ☐ Other Local Banks/Payment Service Providers Account 其他本地銀行／ 付款服務供應商戶口 　Please State *(Optional)* 請註明 *（選填）*： ☐ FPS Default Account 「轉數快」預設戶口

Type of Service Used and Transfer Details (Continued) 服務類別及轉賬資料（續）

☐ **Incorrect Bill Payment 錯誤繳費**

    ☐ HSBC Online Banking / HSBC HK Mobile Banking App
    滙豐網上理財／ 香港滙豐流動理財應用程式
    ☐ Business Internet Banking / HSBC Business Express Mobile app
    商務「網上理財」／ 滙豐 Business Express 流動應用程式

    ☐ Direct Debit Authorisation 直接付款授權   ☐ Phonebanking Service 電話理財服務   ☐ Other 其他 *(Please specify 請註明：*   ）

Date of Transaction 交易日期	Transaction Reference Number 交易號碼	Transferred Currency and Amount 轉賬貨幣及金額

Merchant's Name and Account Number that Bill Payment was Incorrectly Made to 錯誤受款商戶的名稱及賬單號碼	Intended Merchant's Name and Account Number for Bill Payment 原定受款商戶的名稱及賬單號碼

☐ **Incorrect Cash Deposit at Branch 經分行的錯誤現金存款**

Date of Deposit 存款日期	Deposited Currency and Amount 存款貨幣及金額

Account Number that the Cash was Incorrectly Made to 錯誤受款戶口號碼	Intended Account Number for Deposit 原定受款戶口號碼

☐ **Incorrect Cross Border QR Payment 錯誤跨境二維碼支付**

Date of Transaction 交易日期	Transaction Reference Number 交易號碼	Transferred Currency and Amount 轉賬貨幣及金額

Merchant's Name that QR Payment was Incorrectly Made to 錯誤受款商戶的名稱	Reason for reversal 撤銷原因

☐ **Return Fund Transfer Received from a Third Party Account in Hong Kong 退回從本地第三者戶口轉入的款項**

Date of Deposit 存款日期	Transaction Reference Number 交易號碼

Deposited Currency and Amount 存款貨幣及金額	Reason of return 退回原因

Declaration and Signature 聲明及簽署

I/We request The Hongkong and Shanghai Banking Corporation Limited (the Bank) to investigate into the above transaction(s) incorrectly made by me/us or to return the above transaction(s) made to me/us to the payer. 本人（等）要求香港上海滙豐銀行有限公司（貴行）查察本人（等）上述錯誤進行的交易或退回上述轉賬予本人（等）的款項至付款人。

I/We agree and understand that the Bank will (where applicable) use the prevailing exchange rate quoted by the Bank at the time of the reversal in calculating the reversal transaction(s), and agree to bear any exchange loss incurred if the currency of the credit/debit account is different from the payment currency. 本人（等）同意及明白貴行將以（如適用）貴行在退回此交易當日外幣匯率的有關外幣報價作計算退回此交易，並同意承擔有關的外幣兌換損失。

(Applicable if you are the Bank's customer 適用於本行客戶)

I/We agree and understand that the Bank may disclose the personal information I/we maintain on the Bank's record and/or the transaction details to payment recipients, beneficiaries, payer, agent banks, beneficiary banks, payer banks, licensed stored value facility, clearing houses, clearing or settlement systems and/or law enforcement agencies for follow-up actions and investigation purposes. 本人（等）同意及明白貴行可能透露本人（等）在貴行紀錄上的個人資料及／ 或有關交易資料予受款人、受益人、付款人、代理銀行、受款銀行、付款銀行、儲值支付工具持牌人、結算公司、結算或交收系統及／ 或執法機構作跟進及調查用途。

(Applicable if you are not the Bank's customer 適用於非本行客戶)

I agree and understand that the Bank may disclose all the personal information I provided on this form and/or the transaction details to payment recipients, beneficiaries, payer, agent banks, beneficiary banks, payer banks, licensed stored value facility, clearing houses, clearing or settlement systems and/or law enforcement agencies for follow-up actions and investigation purposes. 本人同意及明白貴行可能透露本人在此表格上提供的個人資料及／ 或有關交易資料予受款人、受益人、付款人、代理銀行、受款銀行、付款銀行、儲值支付工具持牌人、結算公司、結算或交收系統及／ 或執法機構作跟進及調查用途。

X

Customer Signature 客戶簽署

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