

**ERRONEOUS TRANSACTION FORM**

Case Ref No: _____

Please ☒ the appropriate instruction in the boxes provided.

REQUESTER'S PARTICULARS	
Full Name	:
Contact No.	:
NRIC / FIN No	:
Email Address	:
Account Number	:
Account Type	:
DETAILS OF TRANSACTIONS	
Date :	Time of Transfer :
☐ TRANSFERRED TO WRONG ACCOUNT / NUMBER	☐ UNAUTHORISED / UNINTENDED CREDIT RECEIVED
Exact Amount (SGD)	Exact Amount (SGD)
FAST Reference / Transaction ID	FAST Reference / Transaction ID
Unintended <u>RECIPIENT</u> Full Name	Unintended <u>SENDER</u> Full Name
RECIPIENT Bank Name	SENDER Bank Name
Unintended RECIPIENT Account No	Unintended SENDER Account No

BASIS OF ERRONEOUS TRANSACTION CLAIM
(BRIEF & CLEAR DESCRIPTION OF INCIDENT) <i>I entered / selected the wrong recipient account details and authorized the transfer by mistake. The payment transferred to the above recipient's account was not intended for that account. The payment received in my account was not intended for me. I realized my error immediately after confirmation.</i>

Note:

1. Please ensure that the information provided in this Erroneous Transaction Form is correct for Hong Leong Finance (HLF) to carry out investigations.
2. As the investigation is time-sensitive, we can only accept requests with signed Erroneous Transaction Form within 30 days ♦ from the date of disputed transaction.
3. HLF reserves the rights to reject any late submission, and/or exercise discretion on the acceptance of the request within the given timeframe.
 - ♦ Subjected to HLF's discretion if additional processing time for investigation is required.

**YOUR REQUEST**

- ☐ SEND OFFICIAL RECALL REQUEST (sent to receiving bank to recover funds)
- ☐ TRACE & CONFIRM (if funds have been withdrawn / transferred onward)
- ☐ HOLD (if funds remain, freeze my account immediately)
- ☐ OPEN FORMAL INVESTIGATION
- ☐ ADVISE IF A POLICE REPORT REQUIRED
- ☐ REPORT RECEIPT OF UNAUTHORISED / UNINTENDED FUNDS

WAIVER OF LIABILITY

In this form, all terms and expressions used therein shall have the same meaning and construction as defined or construed in the Hong Leong Finance Digital Terms & Conditions, unless otherwise stated or the subject or context otherwise requires.

This section applies in the case where I have transferred funds in my Account to an Account of an unintended recipient ("**Transfer Instruction**"). I waive any right to pursue any claim, dispute, or complaint against Hong Leong Finance Limited ("**HLF**"), its agents and all directors, officers, employees, agents, servants and representatives thereof for any loss, damage, or harm resulting from my Transfer Instruction (including any direct, indirect, incidental, special, consequential or punitive damages or economic loss or any claims for damage to property, loss of profits or loss of use). For the avoidance of doubt, this waiver applies to any claims made by me, any joint account holders, my family members, or any third parties, including but not limited to claims of fraud, financial loss, or any other grievances arising from my Transfer Instruction.

PERSONAL DATA

I hereby consent to the collection and use by HLF of the personal data provided through and in connection with this form (including those of third parties, if any) in accordance with HLF's Data Protection Notice at the Portal, the Account Terms, the Guidelines and any other terms and conditions notified by HLF.

REQUESTER DECLARATION

I, the undersigned, confirm that I have read and fully understand the contents of this document and the above information given is true to the best of my knowledge. I acknowledge that FAST transfers are irrevocable once processed. HLF shall use reasonable efforts to request recall of funds from the receiving bank. Return of funds is at the sole discretion of the recipient and cannot be guaranteed. I further confirm that I voluntarily and knowingly agree to the waiver clause set out in this form.

Note:

1. Please ensure that the information provided in this Erroneous Transaction Form is correct for Hong Leong Finance (HLF) to carry out investigations.
2. As the investigation is time-sensitive, we can only accept requests with signed Erroneous Transaction Form within 30 days ♦ from the date of disputed transaction.
3. HLF reserves the rights to reject any late submission, and/or exercise discretion on the acceptance of the request within the given timeframe.
 - ♦ Subjected to HLF's discretion if additional processing time for investigation is required.



Where required, I authorise Hong Leong Finance Limited to debit my Account for the sum (or part thereof) received and to return this sum (or part thereof) to its originating account or its rightful owner's account (as the case may be) as HLF may in its sole discretion determine or as required to comply with any applicable laws, court order, or directions by relevant law enforcement agencies.

This form shall be governed by and construed in all respects in accordance with the laws of Singapore. I agree to irrevocably submit to the exclusive jurisdiction of the courts of Singapore. HLF may (but shall not be obliged to) initiate and take any action or proceeding or otherwise against me in Singapore or elsewhere as HLF in its discretion deems fit, and/or take concurrent legal proceedings in more than one country.

REQUESTER'S SIGNATURE

Requester Signature :

Date :

Ways to submit this form:

	Send by Email Send this form by email to hlf_transaction_services@hlf.com.sg	OR	 Walk In Via Branches Submit this form with all required supporting documents
---	--	-----------	--

Note:

1. Please ensure that the information provided in this Erroneous Transaction Form is correct for Hong Leong Finance (HLF) to carry out investigations.
2. As the investigation is time-sensitive, we can only accept requests with signed Erroneous Transaction Form within 30 days ♦ from the date of disputed transaction.
3. HLF reserves the rights to reject any late submission, and/or exercise discretion on the acceptance of the request within the given timeframe.
 - ♦ Subjected to HLF's discretion if additional processing time for investigation is required.

**FOR OFFICE USE ONLY**

Witnessed By :		Authorised by:	
Name of Staff	Date :	Name of Staff	Date :

Remarks / Action (if any) :

Date Received : Case / Reference no :	Signature Verified (Name) (Branch / Department & Date)	Processed By (Name) (Branch / Department & Date)
Status / Outcome :		
Escalation / Follow-up dates :		
Concurred / Approved / Reviewed By (Signature / Name)	(Branch / Department)	Date

Note:

1. Please ensure that the information provided in this Erroneous Transaction Form is correct for Hong Leong Finance (HLF) to carry out investigations.
2. As the investigation is time-sensitive, we can only accept requests with signed Erroneous Transaction Form within 30 days ♦ from the date of disputed transaction.
3. HLF reserves the rights to reject any late submission, and/or exercise discretion on the acceptance of the request within the given timeframe.
 - ♦ Subjected to HLF's discretion if additional processing time for investigation is required.