



HSBC

OFFICE USE ONLY

Do we require the goods to be destroyed? ☐ Yes ☒ No

Section 75 - Offer of Settlement Form

Dear

We refer to your enquiry regarding your claim under Section 75 of the Consumer Credit Act as detailed below:

1. Card Details

Card Holder's Name

Card Number

2. Transaction Details

Transaction Date	Retailer's Name	Transaction Amount (£)	Disputed amount (£)
22/04/2024	Green Motion	400.00	400.00

3. The Offer

WITHOUT PREJUDICE SAVE AS TO COSTS

I understand that you wish to pursue a claim under section 75 of the Consumer Credit Act 1974 ("section 75") in connection with the above purchase.

Section 75 imposes joint and several liability on a credit provider where a supplier is in breach of contract or has misrepresented the contract (provided that certain criteria are met).

As HSBC Bank plc has no direct knowledge of the facts or issues you have raised in your dispute with the above listed retailer(s), it is unable to determine that a breach of contract and/or misrepresentation has occurred on the evidence you have presented to date. However, notwithstanding this, HSBC Bank plc is prepared to make an ex-gratia offer of

£ ('the offer') in full and final settlement of your claim and without admission of any liability.

This offer is made on a purely commercial basis and is without any admission of liability whatsoever. The offer will remain open for 28 days from the date of this email after which date it will be withdrawn automatically. Acceptance of this offer means you will not be able to resurrect any further claims past, present and future against the Bank that are in any way connected with this purchase.

Before accepting this offer, we would recommend that you seek independent advice from Citizens Advice consumer service or other independent legal adviser.

To accept this offer please complete the acceptance paragraph on the next page, and submit the form within the next 28

days. The credit of £ will be applied to your account within 14 days of receiving your signed acceptance form.

This offer, its terms and the negotiations leading to its conclusion are confidential to the parties except where disclosure is required by law or statute.

We look forward to hearing from you.

Consumer Claims Team

4. Acceptance of Offer

Card Number : 5434582316437401

Transaction Date	Retailer's Name	Transaction Amount (£)	Disputed amount (£)
22/04/2024	Green Motion	400.00	400.00

I, accept the sum of £ in full and final settlement of any claims past, present and future, howsoever and whensoever arising, whether known or unknown, that I have against HSBC Bank plc arising out of, or in any way connected with the above transaction.

I understand that this offer is made on a purely commercial and ex gratia basis without admission of any liability. By accepting this offer in full and final settlement I agree that if I subsequently initiate, become the subject of, or are otherwise involved in any claims, demands or proceedings related to or in any way connected to this contract, I shall not be entitled to make any demands or claims, or seek a contribution of any kind, from HSBC Bank plc.

I also agree to keep the terms of this offer strictly confidential except insofar as disclosure may be required by statute or law.

I am aware that £ will be credited to my account within 14 days of receipt of this signed declaration.

Signature of Cardholder

Flat 17
11 Istra House
Logan Close
London E20 1FE

THIS OFFER EXPIRES ON: