



THE NAV JEEVAN CO-OP BANK LTD.

Customer's Complaint Form for Debit Card or ATM transactions

To be filled by Customer

To,
The Nav Jeevan Co-op Bank Ltd.
_____ Branch,
Date: / /

Record No. _____

Customer Information

Name of Customer: _____
Debit ATM Card No. _____ Name of the Branch _____
A/c Type: _____ Account No: _____ Contact Number: _____
Alternative Contact Number: _____ Email id: _____

Nature of complaint

Complaint relating to Cash Withdrawal:

ATM ID: _____ (Printed on ATM Slips)
RRN NO: _____ (Printed on ATM Slips)
Amount requested for withdrawal Rs. _____/-
Amount actually disbursed at ATM Rs. _____/-
Actual Amount debited to Account Rs. _____/-
Date of Transaction : _____ Time of Transaction: _____ If not available,
Name of the Bank & Branch where ATM is located : _____

Complaint relating to Debit Card Shopping /Online shopping Amount requested while shopping

Amount of advice received at POS Rs. _____/-
Actual Amount debited to Account Rs. _____/-
Name of the shop /site : _____ Place: _____
Merchant ID : _____
Terminal ID : _____
Date of Transaction : _____ Time of Transaction _____

Please Enclosed Xerox copy of ATM / POS print receipts for information.

Other Complaints if any

Date:

X _____
Signature of the Card Holder

Acknowledgement

Received Complaint form / Chargeback Claim form from Mr/Mrs _____ of our Branch
holding Account No: _____ Card No. _____

(Name and signature of the Branch officer)

Employee code: _____

Date: _____

Branch Seal/Stamp:

Branch Seal