

BALAGERIA CENTRAL CO-OPERATIVE BANK LTD.



Customer Complaint Form

For ATM, E-com/POS Transactions

To be submitted at the Branch of Balageria C.C Bank Ltd. where the account is maintained.

To: The Branch Manager,
_____ Branch.,
Balageria C.C Bank Ltd.

1. Customer Information:

Name of the Customer : _____

Bank Account NO. : _____

Debit Card / ATM Card No. : _____

2. ATM Information:

ATM ID/Location, if ID is not available :

Name of the Bank Owning the ATM :

3. Nature of the Complaint:

a) Complaint relating to Cash withdrawal

Amount requested for withdrawal : ₹

Amount actually dispensed at ATM : ₹

Amount debited to the account : ₹

Date of transaction :

Time Of transaction :

b) Card Capture by ATM :

c) Other Complaints :

Contact Tel/Mobile No. : _____ Email ID : _____

Date: _____ Signature of the Card Holder _____



BALAGERIA CENTRAL CO-OPERATIVE BANK LTD.

Acknowledgement Slip (Customer Copy)

Received from Mr./Mrs. _____

on Dated _____ at _____ Hrs.

Complaint relating to : Cash withdrawal / Card Capture / Payment

Signature with Stamp