



Customer's Complaint / Request Form for Debit Card or ATM transactions

ATM Withdrawal failed transaction—Complaints to be lodged by Jamia Co-operative Bank Customer only

Please fill the following Form with all the necessary details and hand it over to Branch Manager

The Branch Manager,

Jamia Co-operative Bank Ltd.

Branch _____ (Branch where cardholder account is maintained which is linked to ATM card)

1.	Customer Information	
	Name	
	Account No.	
	Card Number	
2.	ATM Information	
	ATM ID/Location, if ID is not available :	
	Name of the ATM Bank :	
3.	Nature of the Complaints / Request	
	a) <u>Complaint relating to Cash withdrawal:</u>	
	Amount requested for withdrawal	: [Rs]
	Amount actually disbursed at ATM	: [Rs]
	Amount to the account debited	: [Rs]
	Date of transaction	: [/ /] (dd/mm/yyyy)
	Time of transaction	: []
	b) Card Capture by ATM : []	
	c) Other Request :	
	<input type="checkbox"/> Block / Un-Block Card <input type="checkbox"/> PIN-Regeneration* <input type="checkbox"/> Issue Duplicate Card*	
4.	Register for ECOM (Online Transaction)	
	Mobile No. for receiving OTP (One Time Password) +91 _____	
Date: ____ / ____ / ____		
Signature of the Card Holder _____ Contact Tel/Mobile No. _____		
For Branch use only		
<i>(Please verify details before forwarding. Application with incomplete information will not be processed)</i>		
Name of Verifying Officer		(Branch Stamp/Seal)
Signature of Verifying Officer		

*Charges Applicable for PIN-Regeneration and Duplicate card Issue.