

Customer's Complaint 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 E	Branch Manager,														
Jamia Co-operative Bank Ltd.															
Branch(Branch where cardholder account is maintained which is linked to ATM card)												rd)			
1.		Cus	stome	r Info	orma	ation									
	Name														
	Account No.													\times	
	Card Number														
2. ATM Information															
	ATM ID/Location, if ID is not available :														
Name of the ATM Bank :															
3.	Nature of the Complaints														
	a) Complaint relating to Cash withdrawal: 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 / Complaint: Block Card PIN-Regeneration* Issue Duplicate Card*														
Date: / / Signature of t						of th	e C	ard	l Hole	der					
Contact Tel/Mobile No.															
For Branch use only															
(Please verify details before forwarding. Application with incomplete information will not be processed)															
Nam	e of Verifying Officer					•									
								(5 1 0) (6 1)							
Signature of Verifying Officer								(Branch Stamp/Seal)							

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