



THE COMMERCIAL CO-OP. BANK LTD. - JAMNAGAR

For ATM Transaction

To: _____ branch

The branch manager

The Commercial Co-op Bank Ltd.

1. Customer Information:

Name of the customer: _____

Account No.:

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ATM Card No.:

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2. Details of disputed item/s:

Transaction Date	Merchant Name/ ATM Location	Transaction Amt	Disputed Amt

3. Reasons of the Complaint:

- Duplicate or multiple billing. (#accepted transaction receipt)
- Transaction amount and billed amount is different. (#attach customer copy of charge slip)
- Transaction cancelled and I have not received the refund/credit for the same. (#attach credit slip)
- Cash not dispensed in the ATM but I was billed for the amount/Account debited.
- I have not participated or authorised the above transaction(s). The card was in possession of mine at all times.
- Other complaints _____

Mobile No. : _____

Email ID : _____

Date: / /

Signature of the Card Holder

For Bank use only

Received from _____

on _____ hrs.

Complaint relating to: _____

Date: / /

Signature/Stamp