



## Customer's Complaint Form for Debit Card or ATM transactions

### Part 1. – To be filled by Customer

To,  
The TJSB Sahakari Bank Ltd. \_\_\_\_\_ Branch,

**Customer Information:** Debit Card / ATM Card No. :

Name of the Branch: \_\_\_\_\_ A/c Type: \_\_\_\_\_ Account No: \_\_\_\_\_

Contact Number: \_\_\_\_\_ Alternative Contact Number: \_\_\_\_\_

Email id: \_\_\_\_\_

#### Nature of complaint :

**A) Complaint relating to Cash Withdrawal:** ATM ID: \_\_\_\_\_

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 where ATM is located: \_\_\_\_\_

Name of the Branch where the ATM is located: \_\_\_\_\_

Address of the Branch: \_\_\_\_\_

**B) Card captured by ATM :** \_\_\_\_\_ (in this case, fill up the fresh form for Duplicate Card which is available on [www.tjsb.co.in](http://www.tjsb.co.in) > Form Centre > VISA Debit Card Form

**C) Complaint relating to Debit Card Shopping/Online shopping**

Amount requested while shopping Rs. \_\_\_\_\_/-

Amount of advice received at POS Rs. \_\_\_\_\_/-

Actual Amount debited to Account Rs. \_\_\_\_\_/-

Name of the shop/site: \_\_\_\_\_ Place: \_\_\_\_\_

Date of Transaction: \_\_\_\_\_ Time of Transaction: \_\_\_\_\_

**D) Other Complaints if any** \_\_\_\_\_

Date: \_\_\_\_\_

Signature of the Card Holder

### Part 2. – To be filled by Branch before sending this form to Customer

Entry in VISA/NFS/POS chargeback system registered by branch on \_\_\_/\_\_\_/20\_\_\_, Record No. \_\_\_\_\_.



#### Acknowledgement

Received Complaint form / Chargeback Claim form from Mr/Mrs \_\_\_\_\_

Name of the Branch: \_\_\_\_\_ A/c Type: \_\_\_\_\_ Account No: \_\_\_\_\_

Card No. \_\_\_\_\_

\_\_\_\_\_  
(Name and signature of the Branch officer)

Employee code: \_\_\_\_\_ Date: \_\_\_\_\_

Branch Seal/Stamp: \_\_\_\_\_

Customer can send scanned copy of duly filled form to [visacard@tjsb.co.in](mailto:visacard@tjsb.co.in) or can handover the same to branch.