

Date:

The Manager

.....Branch
Kamana Sewa Bikas Bank Ltd.

Dear Sir,

Re: ATM/ POS Dispute Complain

I would like to inform you that I have noticed discrepancies in my card/account statement after the use of my card. The detail of my card and the transaction is provided below. Therefore, I would kindly request you to adjust my account statement accordingly.

Details

Card Used

VISA Debit Card

ATM/POS Used: _____ ATM/POS Location: _____

Transaction Date: _____ Transaction Time: _____

Transaction Amount: _____ ATM/POS response: _____

Dispute Details

Account Debited but cash not dispensed/ Partial Dispense/ POS Purchase dispute

Cardholder's Signature

Customer Name: _____ Account No.: _____

Card Number: _____ Contact Number: _____

For Bank's Use Only

Complaint received on: _____ By _____

Complaint referred On: _____ By _____

Complaint Solved On: _____ By: _____

Card Holder Informed _____ By: _____
On:

