

Registered Office - 1001A, B wing 10th Floor, The Capital, Bandra-Kurla Complex Bandra (East),
Mumbai - 400 051.

ISSUER SUBMISSION FORM - Revised

Bank Details:

Bank Name				
Branch Address (where Cardholder holds account)				
Contact Person Details:				
No.	Name & Designation:	Telephone	Mobile	E-mail ID:
1				
2				
3				

Transaction details:

Card number	ATM ID	ATM Location	RRN	Transaction ID
Transaction Date	Transaction Time	Transaction Amount	Disputed Amount	Response code

Chargeback Details:

Date and time of lodging complaint with Bank	Date of raising chargeback in NFS Dispute Management System (DMS)	Whether this complaint has been referred to Ombudsman	Whether the chargeback is raised under 'Single dispute Multiple Transaction' (OC 109 / 113)

What is the Card limit (cash withdrawal limit) for the customer per day for the said card for which this Dispute is raised.

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Customer Information:

1.	What type of Account does the card pertain to? a. SB/ CA/ OD/ CCR b. Staff/ Customer	
2.	Account opening date	
3.	Details of Debit and Credit (reversal) in customers account for ATM cash withdrawal done on the same day (disputed transaction date) and for same ATM ID. Provide RRN No and Amounts with Dr / Cr (eg.If disputed transaction is dated 1/1/15 of ATM Id ABCD1234, then all debits and credits to customer account on 1/1/15 for ATM Id ABCD1234 only should be provided including even those transactions which are not disputed by the customer)	
4.	Whether it is a partial amount dispute, If yes provide the number of notes received by cardholder for each denomination	
5.	Have there been any ATM cash withdrawal complaints (ONUS + OFFUS) of this customer in the last 1 year. If Yes provide details in the below mentioned format	

Details of ATM cash withdrawal complaints as mentioned in Point No. 5

Sr. No.	Transaction Date	RRN	Disputed Amount	ONUS / OFFUS	Dispute Status (Accepted / Rejected / Pending)
1					
2					
3					
4					

We declare that to the best of our knowledge and belief, the information furnished herein and in the statements/ annexures enclosed are true, correct and complete. We further confirm that we shall readily submit any further information that may be called for by the Panel for Resolution of Dispute (PRD) or by NPCI so as to settle this case.

Date:

Signature & Bank Seal:

Place:

Name: