



**The Vishweshwar Sahakari Bank Ltd., Pune  
(Multi-State Bank)**

**ATM / POS/ ECOM Transaction Complaint Form**

To, \_\_\_\_\_ Date: \_\_\_/\_\_\_/20\_\_\_  
Branch Manager,

Branch

ATM  POS  ECOM

Customer Name: \_\_\_\_\_

Base Branch Name: \_\_\_\_\_ 15 Digit A/C No: \_\_\_\_\_

Mask ATM Card No: **6071 03XX XXXX** \_\_\_\_\_ Retrieval Ref. No(RRN): \_\_\_\_\_

Respected Sir,

**A) ATM:-**

This is to notify that **ATM** Cash Withdrawal transaction has occurred in my account of Rs. \_\_\_\_\_/- on dated \_\_\_/\_\_\_/20\_\_\_ in favour of \_\_\_\_\_.

The transaction has been debited to my account but I have **Received** Rs. \_\_\_\_\_/- **Not received** Cash against the said transaction. The said transaction amount is yet not reversed to my account.

**B) POS / ECOM:-**

This is to notify on my ATM, POS/ECOM transaction has been occurred in my account of Rs. \_\_\_\_\_/- on dated \_\_\_/\_\_\_/20\_\_\_ in favour of \_\_\_\_\_.

The transaction has been debited to my account but merchant not getting payment hence, **I have Not** received any Merchant Deal or Failed Online transaction. The said transaction amount is yet not reversed to my account.

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The transaction proof is **Attached / Not Attached** herewith for your reference. Kindly review mentioned transaction status and take necessary action for above Transaction and do the needfull.

Your's Faithfully,

**Customer Signature.**

**For Branch Use Only**

- |  |                          |
|--|--------------------------|
| 1) Customer Transaction Complaint Form checked properly      | <input type="checkbox"/> |
| 2) Customer Sign. / KYC verified                             | <input type="checkbox"/> |
| 3) Customer A/C Statement Checked                            | <input type="checkbox"/> |
| 4) Hard copy send to <b>Ho-IT Dept.</b> on Dt. ___/___/20___ | <input type="checkbox"/> |



Remark if any: \_\_\_\_\_

Signature(s) of Branch Official with date

**For HO Use Only**

**Action Taken :-** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature(s) of HO Official with date