

**COMPLAINT FORMAT FOR NORTH EAST
SMALL FINANCE BANK CUSTOMERS
ONLY FOR ATM TRANSACTIONS**

(For other Bank cards, Please contact your bank)



To,
The Branch Manager
North East Small Finance Bank Ltd.
_____ *(Name of the Branch)**
_____ *(Name of the City)*

1.	<p>Customer Information: <i>(NESFB Customers only)</i></p> <p>Name of the Customer : _____</p> <p>Account No. : <input style="width: 100px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 100px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 100px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 100px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 100px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 100px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 100px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 100px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 100px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 100px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 100px; height: 20px; border: 1px solid black;" type="text"/></p> <p>Debit Card / ATM Card No. : <input style="width: 100px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 100px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 100px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 100px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 100px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 100px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 100px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 100px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 100px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 100px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 100px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 100px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 100px; height: 20px; border: 1px solid black;" type="text"/></p> <p>Contact Telephone /Mobile No. : <input style="width: 100px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 100px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 100px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 100px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 100px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 100px; height: 20px; border: 1px solid black;" type="text"/></p>
2.	<p>ATM Information:</p> <p>ATM ID/ Location, If ID is not available :</p> <p>Name of the ATM & Bank :</p>
3.	<p>Nature of the Complaints</p> <p>a) Complaint relating to Cash withdrawal</p> <ul style="list-style-type: none"> • Amount requested for withdrawal [Rs. _____] • Amount actually disbursed at ATM [Rs. _____] • Amount to the account debited [Rs. _____] • Date of transaction <input style="width: 30px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 30px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 30px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 30px; height: 20px; border: 1px solid black;" type="text"/> • Time of transaction : ____ : ____ am / pm <p>b) Card Capture by ATM : Yes <input type="checkbox"/> / No <input type="checkbox"/> (Tick as applicable)</p> <p>c) Other complaints :</p>
<p>Signature of the Card Holder :</p> <p>Date: <input style="width: 30px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 30px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 30px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 30px; height: 20px; border: 1px solid black;" type="text"/></p>	

* (Name of the bank branch where cardholder account is maintained which is linked to the ATM card)