

ATM CLAIMS - CHARGEBACK FORM

To

The Manager
Karur Vysya Bank

Date*:

.....Branch.

Dear Sir,

REG: CHARGE BACK FOR ATM/POS TRANSACTION

| SL | PARTICULARS | DETAILS |
|----|---|---------|
| 1 | Account Holder Name | |
| 2 | Account Number | |
| 3 | ATM Card Number | |
| 4 | ATM Owner Bank & Location / Merchant Details & Address | |
| 5 | Date of Transaction | |
| 6 | Transaction No | |
| 7 | Claim Amount | |
| 8 | Proof of Evidence Given [Xerox copy of ATM /Pos Slip] | |

A cash withdrawal / purchase transaction effected by me at the address mentioned in 4 above was not completed, but my account was debited for the amount. I request you to credit the above claim amount to my account. I also learnt that the above amount can be claimed back by the acquiring bank within the stipulated period from the date of settlement. In such case, **I authorize Karur Vysya Bank to debit my above-mentioned account** for the amount **without any reference** to me. I also undertake to bring the account into credit in case my account is overdrawn because of the above debit.

Cardholder's Signature _____

Mobile / Phone No _____

For Office / Branch Use only

We have verified the above particulars in the system. The transaction nature is identified and found suspicious. We have also explained the settlement process to the customer and he agreed the same. Hence we made a Data Entry in the System.

Claim Entered on* :
Claim Reference No. (CRN) :
Name of Authorized Signatory :
Employee Code :
Designation :

Staff Signature

After entering the details, keep this form safe in branch file "ATMCLAIMS" in CRN order.

----- ✂ ----- ✂ ----- ✂ -----

Acknowledgement (To Customer)

We hereby acknowledge the receipt of your claim on (date): _____ * for the A/c no.: _____
Amount INR: _____ and transaction date: _____

Claim Reference Number: [CRN] _____

**Authorized Signatory
Karur Vysya Bank**

*→ Claims received after 2 PM will be processed on the next working day