

MANDATORY DETAILS																				
Name of the Customer																				
Account Number (full 16 digits)		<table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td style="width:20px; height:20px;"></td> <td style="width:20px; height:20px;"></td> <td style="width:20px; height:20px;"></td> <td style="width:20px; height:20px;"></td> <td style="width:20px; height:20px;"></td> <td style="width:20px; height:20px;"></td> <td style="width:20px; height:20px;"></td> <td style="width:20px; height:20px;"></td> <td style="width:20px; height:20px;"></td> <td style="width:20px; height:20px;"></td> <td style="width:20px; height:20px;"></td> <td style="width:20px; height:20px;"></td> <td style="width:20px; height:20px;"></td> <td style="width:20px; height:20px;"></td> <td style="width:20px; height:20px;"></td> <td style="width:20px; height:20px;"></td> </tr> </table>																		
Card Number																				
Type of Transaction		<input type="checkbox"/> Cash Withdrawal <input type="checkbox"/> Cash Deposit																		
ATM Bank Name																				
ATM Address (with State and Country)																				
Transaction Amount in Rs.																				
Claim Amount in Rs.																				
Transaction Date DD/MM/YYYY		___/___/____ (DD/MM/YYYY)																		
Transaction Time HH:MM		___:___ AM/PM																		
Date and Time of the Complaint being Received at Branch		___/___/____ (DD/MM/YYYY) ___:___ (HH:MM) AM/PM																		
Complaint Level		<input type="checkbox"/> Charge Back <input type="checkbox"/> Pre-Arbitration <input type="checkbox"/> Arbitration <input type="checkbox"/> PRD																		
OPTIONAL Details																				
ATM ID																				
RRN/Trace Number																				
Customer Contact Number																				
Additional Information, if any																				
Turn Around Time for Dispute Resolution																				
Product	TAT for Chargeback/Complaint (From the Date of Transaction)	TAT for Pre-Arbitration (From the Date of Chargeback Rejection)	TAT for Arbitration (From the Date of Pre-Arbitration Rejection)																	
NFS	60 days	14 days	14 days																	
ICD	60 days	30 days	30 days																	
Charges Applicable																				
Product	Chargeback	Pre-Arbitration	Arbitration Charges / NRP	PRD*																
NFS/ICD	Nil	Nil	Rs. 500.00+GST	Rs. 3000.00+GST																
<p>* If Customer is not satisfied with the Arbitration verdict, the customer has an option to escalate to next level which is PRD (Panel for Resolution of Disputes). PRD charges are non-refundable. The amount shall be paid by the customer upfront, if the customer prefers to escalate the dispute to PRD.</p>																				
Customer Declaration:																				
<p>I declare that the information given above is true and correct to the best of my knowledge. I understand that I can be held liable for all charges incurred before the time of reporting of loss/theft and if dispute raised by me is found invalid, I agree to pay the charges levied by South Indian Bank for the same.</p>																				
Cardholder Name & Signature: _____			Date: ___/___/_____																	
Branch Declaration:																				
<p>I declare that the above facts were obtained based on my discussion with the cardholder and those facts are true and correct to the best of my knowledge.</p>																				
Branch Head/BOM Name & Signature: _____			Date: ___/___/_____																	