

Date: March 16, 2023

To,
Branch Manager,
State Bank of India - 32170
Naya Gaon Industrial Area, Pali

Subject: Reg: Forex Transaction

Dear Sir/Madam,

I am writing to bring your kind attention an issue I recently encountered with a transaction I made through **INB** of your bank, on March 01, 2023, I attempted to transfer the fund of **\$190** to **UCSI University, Kuala Lumpur**, and the payment was deducted from my bank account successfully on same day including transaction charges from my account, but unfortunately, I received mail from **FXout** Team states that Beneficiary Name is incorrect, as our beneficiary saying that the Beneficiary Name is Correction "**UCSI University**"

I immediately contacted customer service & Branch to report the issue and was informed that the transaction did not go through & wait for 5 working days, Now however, I would appreciate your urgent attention to this matter as I am in need of these fund transfer. I kindly request that you investigate the issue and provide me with a prompt resolution. Now I got refund on this same instead of \$ 190 I received the \$162.1, kindly provide me detailed description on the same. Why received less amount ?.

Please let me know what steps are being taken to resolve this issue and how long it will take to rectify the problem. I would also appreciate of you could keep me updated on the progress of this matter.

Date	Transaction Ref.	Debit	Credit
01-Mar-23	Forex Txn USD -180 @ 83.15 0111123TS1 099858	14,967.00	
01-Mar-23	Forex Txn Commission	831.50	
01-Mar-23	Forex Txn Service	45.00	
14-Mar-23	Forex Txn USD 162.1 @ 81.51 0111123TS R099858		13,213.00

Thank you for your attention to this matter.

Sincerely

Vikram Choudhary