

Annexure A

Common Customer Declaration cum Complaint Form

(To be obtained in case of Digital/ATM transactions Complaints)

Name _____ Amount _____
Card Number _____ Date of transaction _____
Account Number _____ Location of ATM /Merchant (if applicable).....
CIF Number _____ Mobile Number _____

2. I had lodged my complaint on vide ticket number I request that the amount involved may be restored to my account with value date.

3. Please use the Forms for different type of complaints as under:-

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|---|---|--------|
| 1. ATM | : | Part 1 |
| 2. POS / e-com transactions | : | Part 2 |
| 3. YONO/YONO Lite/INB | : | Part 3 |
| 4. UPI / BHIM SBI Pay | : | Part 4 |
| 5. Domestic Merchant's sites /
/e-Commerce transactions in
UPI/BHIM SBI Pay | : | Part 5 |

(Please Strike the form, if not applicable)

UPI/BHIM SBI Pay

A sum of Rs. _____ has been debited to my above account on date (DD/MM/YYYY) _____. The details are provided below:

Transaction / Sale Date	Remitter VPA and reference number	Amount	Beneficiary VPA & Bank Name / Merchant name

Please tick the relevant point:

Sl No.	Statements (Please fill the blanks wherever applicable)	Please Tick (✓) Wherever applicable
1.	I certify that the transactions/charge(s) listed above have been done/ incurred by me and I have reported these to Bank on through SMS/ email/Toll-free number	
2.	I certify that the transactions/charge(s) listed above have NOT been done / Incurred by me nor have I received any goods / services. The Mobile with BHIM SBI Pay/UPI App is in my absolute possession.	
3.	I certify that the transactions/charge(s) listed above have NOT been done / incurred by me nor have I received any goods / services. The Mobile with BHIM SBI Pay/UPI App IS NOT in my possession. The Mobile was.	
3.1	Lost	
3.2	Stolen	
3.3	Never Installed the App	
4.	The amount of transaction is incorrect. I was charged Rs. I should have been charged Rs. (Transaction message/charge slip copy enclosed).	
5.	I have not done/incurred the above transaction/charge(s) but I did engage in a transaction of Rs. _____ on date (DD/MM/YYYY) _____ at the same beneficiary/merchant outlet (charge slip copy enclosed). I have been billed more than once for the charge. I have authorized only one of these charges.	

Sl No.	Statements (Please fill the blanks wherever applicable)	Please Tick (✓) Wherever applicable
6.	I have settled the charge directly with the Merchant Establishment through Cash/Cheque/Other	
7.	I have settled the charge directly with the Merchant Establishment through Cash / Cheque / Other (Circle One & Specify). I expected to receive goods/services by date DD/MM/YYYY)	
8.	The goods / services have never been received. (Enclosed is a copy of my correspondence with the Merchant Establishment).	
9.	I returned the merchandise against the above charge (Enclosed is a copy of the postal / courier receipt evidencing return of merchandise and my correspondence with the Merchant Establishment).	
10.	I cancelled the subscription / membership / policy against the above charge(s) on date (DD/MM/YYYY)	
11.	The merchant did not process Credit / Refund as agreed (Enclosed is copy of Credit Slip / Refund document)	
12.	HOTEL RESERVATION: I have cancelled the reservation on date (DD/MM/YYYY) _____ under the cancellation code _____. I have not made any reservation.	

Any other information which you feel may be useful to the Bank in investigation.

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DECLARATION: I hereby affirm that the information furnished above is true to the best of my knowledge and in case of the complaint is found to be false, I am liable for criminal prosecution, and I indemnify the Bank the total compensation paid with interest/penalty as decided by the Bank.

(Signature of the applicant)

Contact Number

Address

Date: