

For Branch Use

Noted in the complaint register. RECOMMENDED for

Blocking Card No.

Cancelling Card No.

Activate New Card No.

Acknowledgement : I acknowledge the receipt of new card under the same terms and conditions of the existing card and authorize you to debit the requisite charges to my account.

Signature of the Cardholder

Applicant's signature has been verified with his/her signature on record in the designated account/s

Officer

Branch Head

Note: The original of this letter has to be mailed to Customer Care Centre , retaining the copy at the branch.

FOR CUSTOMER CARE CENTRE USE

CARD LOST

CARD DAMAGED

FORGOTTEN THE PINNO.

Card Blocked

Cancelled

New Card Activated

Address modified

Retained Card Complaint No. _____

GF :

Officer

Manager

(Tear here)-----

CUSTOMER COPY

Complaint No. _____ / _____

Branch Code: _____

Debit Card No

Account No

Date:

(Customer can contact branch or they can directly call Customer Care Centre on Toll free line :1800 425 1444 after 7 working days to know the status of their complaint)

Authorised Signatory