



## **Steps to Report an Unauthorized Electronic Banking Transaction**

To report any unauthorized electronic banking transaction of ATM, POS, please call **The Bhavasara Kshatriya Co-Operative Bank Ltd., Bengaluru** immediately.

- ✓ Kindly contact to your branch between **10:00 a.m. to 6:30 p.m.** on working days.
- ✓ Call our customer care number:

Customer care number	080 2297 2781/ 82/ 83
	9343703649

- ✓ Please keep the following details handy to report unauthorized transaction:
  - Card Number
  - Account Number
  - Type of transaction ATM/ POS
  - Transaction amount.
- ✓ Please fill up **Dispute Registration Form** for reporting unauthorized electronic banking transaction.

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**The Bhavasara Kshatriya Co-Operative Bank Ltd., Bengaluru**  
**Dispute Registration Form**  
**Reporting Unauthorized Electronic Banking Transaction**

Name of Customer: \_\_\_\_\_

Account No. \_\_\_\_\_ Mobile No: \_\_\_\_\_ Card No: \_\_\_\_\_

Transaction Date	Terminal ID /ATM ID	Merchant Name/ Bank Name	Transaction Amount	Dispute Amount	Transaction No./ RRN No.

Declaration: I am disputing the transaction (s) listed above for the reason as follows:

<input type="checkbox"/> Amount debited but ATM cash not dispensed <input type="checkbox"/> Amount debited but ATM cash partially dispensed
<input type="checkbox"/> POS transaction amount debited to account, but responded as failure Goods/ Service purchase by other means. (Attach copy of cash memo/ bank statement/other bank card statement) <input type="checkbox"/> Cash <input type="checkbox"/> Cheque/DD/Other bank's Card Details _____ Date __/__/____
<input type="checkbox"/> Card blocking My card was lost/ stolen on date _____ and was reported to Bank on date _____
Other Comments _____

hereby declare that the above given information is true and correct to the best of my knowledge and in case any thing is found to be misleading or false by any authorities, I hereby take the total responsibility of the same.

**For Office use only:**

Cardholder's Signature

I have verified the customer's signature as per Bank's records.

Kindly mention the following details:

Signature: \_\_\_\_\_

Name of Officer / Manager:

Ticket No.: \_\_\_\_\_ Branch Name with \_\_\_\_\_

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**ACKNOWLEDGEMENT**

Mr. / Mrs. \_\_\_\_\_

We hereby acknowledge the receipt of your complaint for further processing.

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_ Signature: \_\_\_\_\_

Time: \_\_\_\_\_ AM/PM Name of Officer: \_\_\_\_\_

Ticket No: \_\_\_\_\_