

From:

Date:

To

The Manager

Abhyudaya Co-op Bank Ltd

----- Branch

Sub: POS/ECOM transaction dispute

Ref No. Rupay Debit Card No: _____

Sir/Madam,

With reference to above I wish to inform you that following transaction amount is debited to my account No _____ with your branch.

- 1) Amount of transaction : Rs
- 2) Transaction No. :
- 3) Date of Transaction :
- 4) Name of Beneficiary :

However I request you to claim Rs _____ from the beneficiary for the below mentioned reason:

- 1) Goods or services not received.
- 2) Paid by alternate means.
- 3) Credit not processed for cancelled/returned goods and services.
- 4) Credit posted as debit.
- 5) Transaction amount incorrect and actual transaction amount is Rs _____
- 6) A single transaction is processed more than once.
- 7) I am not recognizing the said transaction.
- 8) Any other reason:

I am enclosing / have not received transaction charge slip of the said transaction.

I solemnly confirm that the above mentioned information is true and correct and I request you to process my claim at the earliest.

I understood that the time for settlement of above dispute may range from 30 to 60 days.

Thanking you.

Encl:a\ a

Yours faithfully

ACKNOWLEDGEMENT

Received on _____ letter dated _____ from Mr/Mrs _____ A/c
No _____ for claim of Rs _____ for POS/ECOM transaction No _____ dated _____

Expected date of settlement of claim is 30 to 60 days from the date of receipt of letter.

Authorized Signatory

Abhyudaya Co-op Bank Ltd, Branch _____