



Steps to Report an Unauthorized Electronic Banking Transaction

To report any unauthorized electronic banking transaction of ATM, POS, E-commerce, Mobile banking, Please call **Bhagini Nivedita Sahakari Bank Ltd.Pune** immediately.

- ✓ Kindly contact to your branch between **9:30 a.m. to 6:00 p.m.** on working days.
- ✓ Call our customer care number /TOLL free number:

TOLL free number:	18002337006
Customer care number	+91 9422312143
	+91 9420495749
	+91 20 25478219

- ✓ Please keep the following details handy to report unauthorized transaction:
 - Card Number
 - Account Number
 - Type of transaction e.g. ECOM / POS/ ATM /Mobile Banking
 - Transaction amount.
- ✓ Please fill up [Dispute Registration Form](#) for reporting unauthorized electronic banking transaction.

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Bhagini Nivedita Sahakari Bank Ltd. Pune
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 _____

I 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.: _____