



THANE BHARAT SAHAKARI BANK LTD.
(Scheduled Bank)

Charge Back Reporting Form (Only POS/Ecom)

Complaint No. : _____

Date :

To,
The Branch Manager
Thane Bharat Sahakari Bank Ltd.,
_____ Branch

1.	<u>Customer Information:</u> Name of the Customer : _____ Account No. (15 Digit) : _____ Mobile Number : _____ Email ID : _____
2.	<u>Charge back for disputed POS/Ecom Transaction/s:</u> Name of the Merchant : _____ Date of transaction : ____/____/____. RRN (Transaction Ref. no.) : _____ Amount debited in account : _____ Amount paid to Merchant : _____ Amount actually disputed : _____ In case of dispute, if payment done by Cash then provide Cash Invoice copy : Yes / No

Case Brief (Please explain the incident):

Date: / /

Signature of the Card Holder

[Only for office use]

Received Complaint No. _____ Dt. ____/____/____ for Chargeback Claim from
Mr/Mrs _____

Date :- Time :- Sign & Name of Bank Official with seal

(Branch Manager)

Note: *Please provide Xerox Copy to customer as acknowledgement.