



# COSMOS BANK

THE COSMOS CO-OP. BANK LTD. (Multistate Scheduled Bank)

Corporate Office: 'Cosmos Tower', Plot No. 6, ICS Colony,  
University Road, Ganeshkhind, Shivajinagar, Pune-411007,  
Maharashtra INDIA Email: customercare@cosmosbank.in  
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## E- Banking Complain Form

Date:

To  
The Branch Manager \_\_\_\_\_  
[Name of the Bank \_\_\_\_\_  
[Name of the Branch]\* \_\_\_\_\_  
[Name of the City] \_\_\_\_\_

### Customer Information

Name of the Customer \_\_\_\_\_  
Full Account No.

ATM Card number: Only enter first 6 and last 4 digits of card number

### ATM Information

ATM ID / Location, if ID is not available \_\_\_\_\_  
Name of the ATM Bank \_\_\_\_\_

### Nature of the Complaints:

a) Complaint relating to Cash Withdrawal: \_\_\_\_\_

Amount requested for withdrawal \_\_\_\_\_

Amount actually disbursed at ATM \_\_\_\_\_

Amount to the account debited \_\_\_\_\_

Date of transaction

Time of Transaction \_\_\_\_\_

Transaction ID

b) Card Capture by ATM \_\_\_\_\_

c) Other Complaints \_\_\_\_\_

### Name of the officer attending the complaint:

\_\_\_\_\_

Date:

Signature of the Card Holder: \_\_\_\_\_

Contact Tel/Mobile No.:

\* (Name of the bank branch where cardholder account is maintained which is linked to ATM card)