

I-BANKING TRANSACTION DISCREPANCY FORM

CUSTOMER'S DETAILS (To be filled up accurately)

1. Account Holder's Name : _____
2. Account Number : _____
3. Identity Card/Passport No. : _____
4. Contact No. : _____
5. Transaction Reject/Error Code : _____
6. Details/ Information of Transaction :
 - a. Transaction Date/Time - _____
 - b. Nature of Transaction - _____
 - c. _____
 - d. _____
 - e. Remarks (if any) - _____

Account holder's Signature (s) : _____
(As per Specimen Signature Card)

Date : _____

FOR OFFICE USE ONLY

Date/time of Receipt of Complaint : _____

Complaint : _____

Received by : _____

Signature & Stamp : _____

Case Reference Number : _____

Issuer findings : _____

Action Required : _____

Verified by : _____

Approved by : _____
Signature & Stamp : _____