

For Branch use only

Date:

Ref. No. SJIBL/

After verifying the claim, we have attached his / her account statement for your kind disposal. It is to be mention that the signature of the card holder is verified by us. We are requesting you to take the necessary steps to resolve the issue.

Authorized Signature
Designation / PA No.:

Manager / Operation Manager
Designation / PA No.:

For Data Center Use Only

To resolve the issue we may request the branch to credit the mention account for Tk.....as per any of the following marked:

Section A:

We have checked and found that the said transaction could not successfully done / completed due to technical problem, but the customer account was debited for afore said Tk.....(In words:.....).

- Systematically auto refund (after ATM download process)
- Vide IBCA No. :..... Dated:
- As per cash retract report please provide the cash to the card holder from ATM cash retract box.

Section B:

Please be informed that as per client's request we have checked the claimed transaction from our core banking software, Switch, Transware online, Transware Retail and Video footage. But from every aspect the transaction was successfully done, so we may not provide any amount to the client end.

Checked By

Authorized By

Approved by
Head of Card