

ANNEXURE B
[Clauses 4.3, 7.1, 7.2.2 and A-2 (h)]
FORM FOR COMPLAINANT

B-0 The following is a sample form, containing the principal information, which may aid a complainant to provide the key details required by an organization to adequately handle the complaint.

(Please note that the first point for redressal of complaints is the bank itself and that complainants may approach the Banking Ombudsman only if the complaint remains unresolved at the bank level within a month)

B-1 DETAILS OF COMPLAINANT

Name/Organization _____

Address _____

Postal code, town _____

Country _____

Phone _____

Fax _____

E.Mail _____

Details of person acting on behalf
Of complainant (if applicable) _____

Person to be contacted
(if different from above) _____

B.2 PRODUCT DESCRIPTION

Reference number of product/order
(if known) _____

Description _____

B-3 PROBLEM ENCOUNTERED

Date of occurrence _____

Description _____

B-4. REMEDY REQUESTED

Yes No

B-5 DATE, SIGNATURE

DATED _____ SIGNATURE _____

B-6 ENCLOSURE

List of enclosed documents
