## CLIENT COMPLAINT FORM

(As Acquirer)

<table>
<thead>
<tr>
<th>Date Filed</th>
<th>Time Filed</th>
<th>Transaction Date</th>
<th>Transaction Time</th>
<th>CCF No.</th>
</tr>
</thead>
</table>

Name of Cardholder

Savings/Current Account Number

Card Number (please indicate first 6 and last 4 digits only)

ATM Location/Terminal No.

### Complaint

- [ ] Non-Dispensed
- [ ] Partial Dispensed
- [ ] Over-Dispensed
- [ ] Unauthorized Withdrawal
- [ ] Captured Card
- [ ] Others

Please specify:

Amount Requested: P

Amount Dispensed: P

Details of Problem/s:

__________________________

Signature of Cardholder

### FOR BANK PERSONNEL USE ONLY:

(please check applicable boxes)

Transaction Trace Number

Amount

Date the Overage/Shortage was Booked

### Transaction Findings:

- [ ] Debited
- [ ] Not Debited
- [ ] Successful
- [ ] Not Successful
- [ ] Dispensed
- [ ] Not Dispensed

### Recommendation:

- [ ] For Credit Back to Account
- [ ] File Complaint with Other Bank

Complaint taken by: ____________________________

Validated by: ____________________________

Checked by: ____________________________

New Accounts Clerk

(Signature over Printed Name/Date/Time)

LARS In-charge

(Signature over Printed Name)

Branch Service Officer

(Signature over Printed Name)

## CAPTURED ATM CARD CLAIM STUB

Date: ____________________________

<table>
<thead>
<tr>
<th>Last Name</th>
<th>First Name</th>
<th>Middle Initial</th>
</tr>
</thead>
</table>

Savings/Current Account Number

Card Number (please indicate first 6 and last 4 digits only)

Approved for release: ____________________________

ATM Card released by: ____________________________

ATM Card received by: ____________________________

(Signature over Printed Name)

(Signature over Printed Name)

(Signature over Printed Name)

### Notes:

1. Customer is advised to immediately change the PIN for captured card tagged as “Hot Card”
2. Unclaimed captured ATM cards shall be perforated as follows (except eCard):

<table>
<thead>
<tr>
<th>Landbank-issued</th>
<th>Other Bank-issued</th>
</tr>
</thead>
<tbody>
<tr>
<td>if not claimed after 15 banking days from the date of capture</td>
<td>if not claimed after 2 banking days from the date of capture</td>
</tr>
</tbody>
</table>

Revised October 2017