

# CLIENT COMPLAINT FORM


(As Acquirer)



Branch \_\_\_\_\_

Date Filed	Time Filed	Transaction Date	Transaction Time	CCF No.
Name of Cardholder				
Savings/Current Account Number		Card Number (please indicate first 6 and last 4 digits only)		
ATM Location/Terminal No.				

**Complaint**

<input type="checkbox"/> Non-Dispensed	Amount Requested	₱ _____
<input type="checkbox"/> Partial Dispensed	Amount Dispensed	₱ _____
<input type="checkbox"/> Over-Dispensed	Details of Problem/s:	
<input type="checkbox"/> Unauthorized Withdrawal	_____	
<input type="checkbox"/> Captured Card	_____	
<input type="checkbox"/> Others	_____	
Please specify: _____		
_____		
 <b>Signature of Cardholder</b>		

**FOR BANK PERSONNEL USE ONLY:** (Please check applicable boxes)

Transaction Trace Number	Amount	Date the Overage/Shortage was Booked
<b>Transaction Findings:</b>		
Per Transaction Log File	<input type="checkbox"/> Debited	<input type="checkbox"/> Not Debited
Per Electronic Journal	<input type="checkbox"/> Successful	<input type="checkbox"/> Not Successful
Per Terminal Reading	<input type="checkbox"/> Dispensed	<input type="checkbox"/> Not Dispensed
<b>Recommendation:</b>		
<input type="checkbox"/> For Credit Back to Account	<input type="checkbox"/> 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: \_\_\_\_\_

Last Name	First Name	Middle Initial
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:
- Customer is advised to immediately change the PIN for captured card tagged as "Hot Card"
  - Unclaimed captured ATM cards shall be perforated as follows (except eCard):
- |                   |   |
|-------------------|---|
| Landbank-issued   | if not claimed after 15 banking days from the date of capture |
| Other Bank-issued | if not claimed after 2 banking days from the date of capture  |