

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

**To,**

The Branch Manager of \_\_\_\_\_

Address \_\_\_\_\_

**Subject: Chargeback complaint against AEPS withdrawal transaction**

Respected Sir / Madam,

I have done an AEPS withdrawal transaction on date \_\_\_\_ / \_\_\_\_ / \_\_\_\_ for amount Rs \_\_\_\_\_ from my saving account having Account Number \_\_\_\_\_ at ISERVEU RBL CSP. The amount got debited from my bank account but the withdrawal was not successful and it goes time out or failure.

**Transaction Details are as below:-**

| <u>Description</u>                 | <u>Details</u> |
|------------------------------------|----------------|
| Account Number                     |                |
| Account Holder Name                |                |
| Transaction Reference Number (RRN) |                |
| Transaction Date                   |                |
| Transaction Amount                 |                |
| Aadhaar Number                     |                |
| Device / BC code                   |                |

Requesting you to kindly look into the above matter and refund the debited amount to my bank account as the money is not acquired by ISERVEU.

**Thanking You,**

Account Holder Name: \_\_\_\_\_

Authorized Signature of account holder: \_\_\_\_\_