

Registered Office - 1001A, B wing 10th Floor, The Capital, Bandra-Kurla Complex Bandra (East),
Mumbai - 400 051.

Acquirer Submission Form – Revised

Bank Details:

Bank Name				
Contact Person Details:				
No.	Name & Designation:	Telephone	Mobile	E-mail ID:
1				
2				
3				

Transaction details:

Card number	ATM ID	ATM Location	RRN	Transaction ID
Transaction Date	Transaction Time	Transaction Amount	Disputed Amount	Response code

ATM Details:

What is the ATM make	Whether cash retraction has been disabled If Yes, Then date of disabling.	Whether CCTV (external) was functioning at the time of disputed transaction. If NOT then reasons thereof
	Whether the ATM is manned	Whether any machine problem was observed at the time of the concerned transaction e.g. power failure/ reboot – If Yes then documentary evidence thereof

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Proof / evidence submitted: (Please attach proof copy)

Copy of EJ / JP	Copy of Switch log	Cash certificate – Overage, Shortage or tallied position	Cash verification / cash balancing report	CCTV / ATM Camera Footage	Machine Breakdown Report	Any Other Proof

1. Copy of Electronic Journal (EJ)/ Journal Print (JP) log should contain the disputed transaction along with 3 preceding & 3 succeeding successful cash withdrawal transactions.
 - Explanation/ details to be provided for missing transactions if any in EJ/ JP copy
 - If there are no successful preceding or succeeding cash withdrawal transaction within the ATM EOD, then copy EJ/JP log for earlier or subsequent day (as the case may be) must be provided.

2. Copy of Switch log of the disputed transaction along with 8 to 10 preceding and succeeding transactions in sequential order (sorted on date and time for the ATM). If the disputed transaction is the first or last transaction of the day, then copy of switch log for earlier or subsequent day (as the case may be) should be provided.

3. All documents submitted by the Acquirer should be stamped and signed by Bank/WLAO official.

Reason for Rejecting Pre-arbitration:

We declare that to the best of our knowledge and belief, the information furnished herein and in the statements/ annexures enclosed are true, correct and complete. We confirm that, the copy of EJ/JP and Switch report/logs are true copies of the records automatically generated and stored in the system. We further confirm that we shall readily submit any further information that may be called for by the Panel for Resolution of Dispute (PRD) or by NPCI so as to settle this case.

Date:

Signature & Bank Seal:

Place:

Name: