



SOUTH AFRICA

(Reg. No. 1996/18176/10)

_____ Branch / Sub-Office / Marketing Office

ATM Card Fraud Complaint

Customer Name	
Account Number	
Card Number	
Date of Transaction	
Type of Transaction (ATM or POS)	
Time and Location of transaction	
Did anyone assist you in performing the transaction?	
Has the card been blocked? If yes, please provide ticket number	
Have you opened a case with the South African Police Services? If yes, please provide case number	
Have you been refunded for the disputed transaction directly from the merchant?	

Once the form is completed in full, it needs to be emailed to complaint.rsa@statebank.com

The forms are available for download on za.statebank under *Download and Links*.

I confirm that the above information I have provided is accurate and truthful. I understand that any false or misleading information providing may result in a refund being forfeited.

Customer's Signature: _____

Date: _____

Johannesburg

3rd Floor, The Mall Office
11 Cradock Avenue
Rosebank 2196
(011) 778-4500
Ambanking3.rsa@statebank.com

Durban

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430 Peter Mokaba Road
Overport
(031) 207-4102
Sbidbn.rsa@statebank.com