

Complaint Form

Date

Complaint No. (For Office Use)

The Branch Head

Australia and New Zealand Banking Group Limited, India.

Branch

Account Type - Wealth / Savings / Current / Fixed Deposit

Account No. :

Customer's Name

Address

I wish to draw your attention to the following (Please tick the appropriate box)

- 1. Complete Account opening Form Submitted But Account Not opened : Form Submitted on
RM Name
- 2. Cheque Book Not Received : New Account, requisiton slip on date
- 3. Statement Not Received : for the period from to
- 4. Incorrect Charges Debited to Account : Date Amount
- 5. Incorrect Data in New Account
 - Name Wrongly Spelt, Correct Name
 - Wrong address (correct address mentioned above) Joint Applicants name not included Name of Joint Applicant
 - Mode of Operation is wrongly mentioned to appear as
 - Fixed Deposit Error in tenure Error in interest rate
- 6. TDS Related From 15H / 15G submitted on but tax deducted
 TDS Certificate not received for the Financial Year
- 7. Dishonoured / Returned Cheque Not Received : Cheque No. Date
Amount
- 8. Incorrect Payee Details : Cheque No. Date Amount
- 9. Account Closure / Instruction / Requests Not Executed
 - FD / SB Closures / Renewals : FD No. Instruction submitted at Date
 - FD Interest not credited / received for the month of
 - Standing instruction / Remittances not effected, Instructions submitted at Date
 - Cash / Cheque (Clearing / Transfer) deposited but not reflected in the Account, Cheque No.
Date Amount Credited Actual Amount Deposited

*Any other matter/complaint not covered above on which you would like to give us your feedback / suggestions.

Detailed description of problem mentioned above*

Thanking you,
Yours truly

In case of no response within 10 working days or if the response received is not satisfactory, you may escalate your grievance to Mr Hemanthakumar Dhanasegaran, Nodal Officer , ANZ Banking Group Limited, Cneryy, Unit A, Ground Floor, Appasaheb Marathe MArg, Prabhadevi, Mumbai 400025.

Further, if you do not get a satisfactory response from our Nodal Officer within 30 working days of receipt of your complaint / grievance, you may write to the Banking Ombudsman.

Acknowledgement

Received on Date

Complaint No.

Received from Mr. / Ms. / Ms.

Dishonoured / Returned / Reject of TT / FCY DD / RTGS / NEFT Date Amount