



E-SERVICE COMPLAINT FORM

CUSTOMER DETAILS

Account Name

Account No. Card Number

(For card related issues only)

COMPLAINT

Channel ATM POS WemaMobile
 WemaOnline USSD Banking WEB
 SMS Banking
 Others _____

Type PIN Username Password
 Token Airtime Recharge Cash Dispense
 Payment/Transfer
 Others _____

Description _____
Please state beneficiary's phone number or account number (where applicable)

TRANSACTION DETAILS (For failed cash dispense, funds transfer and payments only)

1. _____ Merchant/Bank/Location	<input type="text"/> Transaction Amount	<input type="text"/> / <input type="text"/> / <input type="text"/> Transaction Date
2. _____ Merchant/Bank/Location	<input type="text"/> Transaction Amount	<input type="text"/> / <input type="text"/> / <input type="text"/> Transaction Date
3. _____ Merchant/Bank/Location	<input type="text"/> Transaction Amount	<input type="text"/> / <input type="text"/> / <input type="text"/> Transaction Date

ADDITIONAL INFORMATION (for Visa Card only)

Complaint Merchandise not received Merchandise not rendered Date of Return / /
If merchandise is returned due to late delivery

Customer's Signature _____ / /

IMPORTANT NOTICE ON RESOLUTION TIMELINE

ATM ON-US Verve/Mastercard/VISA: 24 hours	ATM (REMOTE -ON-US) Verve/Mastercard/VISA: 4 Working Days	WEB/POS (Local) Visa/Verve/Mastercard POS with documentation or receipt: 7 Working Days	WEB/POS (Local) Visa/Verve/Mastercard POS without documentation or receipt: 14 Working Days	WEB/POS/ATM (INTERNATIONAL) MasterCard/Visa: 45 days	WEB/POS/ATM (INTERNATIONAL) Visa/Mastercard: Transactions that are over 120 days have an indefinite resolution timeline
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Official Use Only

Was the customer's account debited for the stated transaction? Yes No If "YES", State STAN

Action taken for resolution _____

CCO's Name _____ CCO's Signature _____ / /

BSM's Name _____ BSM's Signature _____ / /