

**ANNEXURE 1**



ਪੰਜਾਬ ਐਂਡ ਸਿੰਧ ਬੈਂਕ

ੴ ਸ੍ਰੀ ਵਾਹਿਗੁਰੂ ਜੀ ਕੀ ਫਤਹ ॥

Punjab & Sind Bank

ਪੰਜਾਬ ਐਂਡ ਸਿੰਧ ਬੈਂਕ

(A Govt. of India Undertaking)

**COMPLAINT FORM REGARDING NON RECEIPT OF CORE SMS ALERTS**

To  
The Branch Incharge  
Punjab & Sind Bank  
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Dear Sir,

I have registered for SMS alert service for the following account maintained with your branch. However, it is observed that I am not receiving the SMS alerts for the transactions happened in my account. I submit below the details of the same:

Account No :  
Name of Account Holder :  
Mobile No :  
Name of Mobile Operator :  
Whether SMS alert service started : YES / NO  
Date from which the failure  
Has been noticed :  
Date and Amount of such Transaction :  
Whether mobile handset changed : YES / NO  
Whether mobile operator has been  
Changed : YES / NO  
Whether mobile handset is having  
Single SIM / Dual SIM :  
Type of Connection : PREPAID / POSTPAID

I request you to kindly look into the issue and restore the service at the earliest

Station:

Date:

Signature of Customer

FOR OFFICE USE:

In addition to the above said details, the following particulars have been given while lodging the complaint in Ehelpline:

Status in SMSREG menu(other than disabled / deleted) :  
Mobile number and Account number cross  
Verified with SMSREG menu : YES / NO

Ehelpline issue ID :

OFFICER

BRANCH INCHARGE