

# FRAUD REPORTING FORM

DATE of reporting fraud to the Bank: \_\_\_\_\_

Customer Name:

CRN:

Mode/Type of fraud transaction:

ATM  Debit Card Related  Net banking  Mobile Banking  UPI  POS  ECOM

<b>Debit Card Number</b> (If related to Debit card)																										
<input type="checkbox"/> Debit Card was not in my custody when this fraud transaction took place <input type="checkbox"/> Debit Card was in my custody when this fraud took place (Please tick the appropriate one)																										
I came to know about this transaction in my a/c which I have not done through	<input type="checkbox"/> SMS Alert <input type="checkbox"/> Email Alert <input type="checkbox"/> Bank Statement <input type="checkbox"/> Call from Bank <input type="checkbox"/> Others - (please specify) _____																									
<b>Account Number</b> in which fraud transaction took place																										
Date on which Fraud transaction took place	Date From: _____ To: _____																									
Details of fraud transactions	<table border="1"><thead><tr><th>Date of transaction</th><th>Amount of transaction</th><th>Description</th></tr></thead><tbody><tr><td> </td><td> </td><td> </td></tr><tr><td> </td><td> </td><td> </td></tr><tr><td> </td><td> </td><td> </td></tr><tr><td> </td><td> </td><td> </td></tr><tr><td> </td><td> </td><td> </td></tr><tr><td> </td><td> </td><td> </td></tr><tr><td> </td><td> </td><td> </td></tr></tbody></table>		Date of transaction	Amount of transaction	Description																					
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Case Brief (Please explain the incident)																										
My Last transaction: I have used my debit card for (Any ATM, POS or Website etc.)																										

- I have used or registered for mobile banking before.  
 I have never used or registered for mobile banking before.

**(Please tick the appropriate one)**

- I have received call(s) where caller(s) asked me to share my last 4/6 digits of Debit Card, PIN, Expiry Date or OTP  
 I have not received any call(s) seeking my last 4/6 digits of Debit Card, PIN, Expiry Date or OTP

**(Please tick the appropriate one)**

- I have shared my mobile banking , net banking passwords/Credentials, Debit Card PIN/OTP  
 I have not shared my mobile banking , net banking passwords/Credentials, Debit Card PIN/OTP with anyone

**(Please tick the appropriate one)**

- I have used or registered for UPI before.  
 I have never used or registered for UPI before.

**(Please tick the appropriate one)**

**Declaration cum authorisation;**

I hereby declare that the aforesaid contents are true to the best of my knowledge and belief. I also further declare that I have not initiated any such banking transaction of such nature from my account.

I hereby agree and understand that in case bank gives shadow credit in my account towards the said transaction(s), such amount shall be under lien marked in favor of the bank for the maximum period of 90 days.

In case the claim made by me is proved false/incorrect, I authorize IndusInd Bank Ltd. to reverse or adjust the lien amount credited to my account with immediate effect thereon.

CUSTOMER SIGNATURE: \_\_\_\_\_

**(For Bank use only)**

Bank Official Name, ECN No & Signature who has accepted the request:

Name:

ECN:

Signature:

Bank Official Name, ECN No & Signature who has verified the request:

Name:

ECN:

Signature:

Branch Seal:

### Customer Acknowledgement

Name of the Bank	INDUSIND BANK LTD.
Branch Name (where fraud has been reported)	
Branch Code (where fraud has been reported)	
Date of reporting fraud to the Bank	
Customer CRN	
Customer Name	
Service Request Number	
Nature of complaint	Fraud Reporting
Whether fraud reporting form duly filled and submitted by customer (Yes/No)	

Name of Employee:

ECN No:

Signature of Employee