BORSTAL MICROFINANCE BANK

BORSTAL MFB LTD.
RC 979536

ECHANNELS ERROR FORM

Please note that all sections must be completed. Incomplete forms will not be treated.

PLEASE COMPLETE THE FORM IN BLOCK /CAPITAL LETTERS •

BVN: _____

ACCOUNT NUMBER: _____

PHONE NUMBER: _____

EMAIL ADDRESS: _____

E-CHANNEL TYPE

ATM CARD ☐

CARD HOLDERS NAME: _____

CARD NO (**FIRST SIX DIGITS**):_____ (**LAST FOUR DIGITS**): _____

ATM ☐ POS ☐ WEB ☐

ERROR TYPE

CASH NOT DISPENSED ☐ PARTIAL DISPENSE ☐

USSD ☐ **MOBILE APP** ☐ **INTERNET BANKING** ☐ **QUICKTELLER** ☐

ERROR TYPE

FAILED TRANSFER FAILED TOP UP GOODS/SERVICES NOT RECIEVED

BELOW ARE FURTHER DETAILS OF THE AFFECTED TRANSACTION(S)

TRANSACTION DATE	TRANSACTION AMOUNT	MERCHANT NAME/BANK	*** Bank Document No (STAN)

*** **Bank Document Number is a 10 Digit Number available on your statement or confirm from your bank.**

I _____ confirm that the information provided is accurate and I can held liable for irregularities in the details supplied to the bank.

_____ _____

CUSTOMER SIGNATURE **DATE**

OFFICIAL USE

OFFICERS NAME: _____ Signature/Date: _____

Send Filled, Signed and Scanned Copy to info@borstalmfb.com.ng and copy support@borstalmfb.com.ng