

From,

Akash Mundra,

To,

The Manager,
Equitas Small Finance Bank,
Head Office, Chennai - 600002.

Sub - Appreciation to Equitas Bank Monitoring Team in preventing fraud

It is with great gratitude that I write this letter and appreciate the fraud monitoring team of Equitas Bank in prevention of fraud in my debit card. I hold a savings bank account number 11 49 at [redacted], Madhya Pradesh.

I was travelling in Indonesia during 11/7/2018, 2018 to 17/7/2018. I lost my Equitas Bank debit card during my travel in Indonesia.

I returned to India on 17/7/2018, and I got call from Equitas Bank who claimed to be calling from banks transaction monitoring team, informing about the ATM transactions that had taken place on Jul 15, 2018, for an amount of **Rs.6176/-** that had happened in Indonesia.

It was only after receiving the call I came to know about the ATM transactions at Indonesia for an amount of **Rs. 17294/-** that were attempted in my debit card. Immediately I disputed the transactions and requested the bank to block my card and reissue a new card.

It was confirmed that banks monitoring team had blocked the card on July 15, 2018, noticing the transactions as mentioned above and also confirmed that they had prevented further misuse for an amount of **Rs. 17294/-** in my debit card. Balance amount in my account was saved.

I was very much happy to know that my card was protected against fraudulent transactions.

Yours Faithfully,



AKASH MUNDRA
Bioscore (SE...)

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