

Applicant Name: DANIEL IMFA Date: 02/06/2025  
Full address: c/o Muscio Box 651 LL  
Phone No.: 0999587051  
e-Mail: dimfa@muscio.org  
Account No.: 1518259  
Card No.: 4500440003200446

The Service Centre Manager

National Bank of Malawi

LILONGWE

Service Centre

Dear Sir/Madam

### ATM, CARDLESS WITHDRAWAL OR POS TRANSACTIONS – CLAIM FOR A REFUND

☐ **ATM - VISA CARD TRANSACTION** (Please tick if appropriate)

I advise that I tried to withdraw MK 200,000 = from ATM but cash was not dispensed though my account was debited.

- Name of bank where transaction happened is FMB FIRST CAPITAL BANK
- Branch/Service Centre of the ATM is RUMPHI
- Date of transaction was 02/06/2025

☐ **ATM – CARDLESS WITHDRAWAL TRANSACTION** (Please tick if appropriate)

I advise that I tried to withdraw MK \_\_\_\_\_ at NBM's ATM located at \_\_\_\_\_ but cash was not dispensed though my account was debited.

- My Mobile Number is \_\_\_\_\_
- The Token Recipient's Mobile Phone number was \_\_\_\_\_
- Date of transaction was \_\_\_\_ / \_\_\_\_ / 20 \_\_\_\_

**Type of Claim (Please Tick)**

- ☐ Failed Transaction Fee(s) Only
- ☐ Transaction Amount(s) Only
- ☐ Both Transaction Fee(s) & Amount

☐ **POS TRANSACTION** (Please tick if appropriate)

(a) I advise that I made a transaction at \_\_\_\_\_ (Merchant) of MK \_\_\_\_\_ on \_\_\_\_ / \_\_\_\_ / 20 \_\_\_\_ but the transaction failed and I paid cash/cheque. However, I have noted that my account was debited with the same amount.

(b) I made two attempts at \_\_\_\_\_ POS of MK \_\_\_\_\_ on \_\_\_\_ / \_\_\_\_ / 20 \_\_\_\_ but only one transaction was successful however my account was debited twice.

(c) Other \_\_\_\_\_

Applicant signature: Daniel Imfa

\*Please note that your account will be credited within five (5) working days to allow for investigation. Claims should be within 120 days from transaction date.

Bank Officials (Signatures)

Supervisor: \_\_\_\_\_

Manager: \_\_\_\_\_