

**FORMAT FOR UNFREEZING ACCOUNT/ UNBLOCKING DIGITAL CHANNELS****(for accounts blocked based on the unauthorized/fraud transactions reported by the customer)****To : Branch :**

Dear Sir,

I/we had reported unauthorized electronic transactions totalling to Rs..... from my/our account on to the bank. Bank has blocked the digital channels/arked freeze on my account to avoid further loss due to this incident and lodged the complaint with case id

Name of the account holder (s)

16-digit Account Number

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Mobile Number

--	--	--	--	--	--	--	--	--	--

I/We hereby request Bank to unfreeze my account number / unblock the digital channels as detailed below.

I/we hereby confirm that the bank has advised me/us of the potential risks of unfreezing the account/unblocking the digital channels and I/we have fully understood the same. However, as I/we need the account freeze to be lifted/digital channels unblocked for our transaction requirements, I/we request the Bank to unfreeze/unblock as detailed below.

I/we hereby authorize the Bank to:

(Please put a tick mark in the appropriate boxes.)

☐ **Unfreeze my account number**

☐ **Unblock the digital channels** in my account: **Mobile banking** ☐ **Internet banking** ☐ **AEPS** ☐

I/we agree that any loss incurred by me/us hereafter due to the unblocking /unfreezing is/are solely my/our responsibility and the bank won't be liable for such incident or loss.

Place:

Date:

Customer signature

(Signature of all joint holders are mandatory for joint accounts. Seal is mandatory for business accounts)