

To,

The Branch Manager

Equitas Small Finance Bank Limited,

Indore, Bhawarkua Branch.

Date:- 30-01-2019

Subject: - Thank You Equitas Bank- Customer Service and Debit Card Team.

Dear Sir,

I am holding a Wings Account with Equitas A/c No. 1 [REDACTED] 5 in the name of Parsheet Kaur Chhabra A/c No. 1 [REDACTED] 5. By the grace of God and Proactive behaviour of Equitas Bank Employee and Customer Care Executive, I got saved from being a culprit of an Online Fraud through my Debit Card.

I got a call on 30-01-2019 at 3:00 AM Midnight from Equitas Bank Customer Care department saying that he has called me for confirmation in regards to an Online International Purchase of Rs. 87000/- (Eighty Seven Thousand) at Walmart.in website.

As I was sleeping at that time and I have immediately said that No I have not made any such purchasing so the Executive asked me should I block your card to prevent it from misuse. I immediately confirmed yes please do it. I once again got a call back confirming that I have blocked your card and you can reapply for a new debit card from your branch.

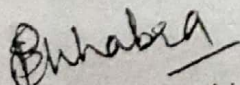
I was so delighted and felt so proud of choosing Equitas Bank as my banking partner. In addition, this incidence has saved my rupees 87000/- from fraudulent activity and I have gained huge trust on my Card and Account Security with Equitas Bank.

I also visited Bhawarkua Branch and shared this Incidence with BM Mr. Sumiraan Narang and he explained me the feature of Debit Card On and Off Facility in Equitas Mobile Application.

I am delighted to have an account with Equitas Bank. In addition, you people are really working hard in good sense and your Customer Care Executive working in Midnight are real heroes.

Thanking You

Best Regards,


Parsheet Kaur Chhabra

M:- [REDACTED]

