



Customer Complaint Form

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| Customer Name | |
| *Account Number (In case of Saving Account & Current Account) | |
| Registered Mobile Number * | |
| Email ID (Registered with Jio payments bank) | |
| Address | |
| City | |
| Pin code | |
| Account Type – (Saving Account/Current Account/PPI (Wallet) Account) | |
| Transaction Number (If any) * | |
| Transaction / Issue Date and Time* | |
| Transaction Amount * | |
| Service Request Number (if any, raised with Customer Care team) * | |
| Issue Description * | |

Note - *Is mandatory Information. In case complaint is Non-Transactional (ex – Login/ sign up) then Transaction ID & Transaction amount field is not mandatory

Customer Signature

Date:

Please completely fill the form with signature and send it to our Nodal officer Mr. David Macklow at Nodal.officer@jiopayments.bank.in or to our correspondence address – Mr. David Macklow, Dhirubhai Ambani Knowledge City, Building 25, 1st Floor, A Wing, Kopar K hairane, Navi Mumbai, Maharashtra – 400709, Alternately you could also approach any of our customer service channel for lodging a complaint. Our helpdesk details are as follows

Our Helpdesk Number is 18008907070 (9AM - 9PM, All Days), you can also email us at we.care@jiopayments.bank.in