

SITE ID:FBAS.....

Tih tute

- Pawisa chhuahna tur atanga pawisa alo chhuahin la nghal ang che. Pawisa hi ATM ah amahin a in pawt lut leh lo ang
- a him zawk nan a hmasaberin I PIN thlak ang che
- Customer te chuan an PIN an thlak fo tur ani
- Card I dawn veleh I hming sign nghal ang che, hei hian card hming chuango hmensual lakah a veng
- Puuh ngaihna I nei anih chuan Branch manager emaw Call centre I be pawp dawn nia
- Customer chuan pawisa bo awm ni a an hriat chuan card pe chhuaku Bank rang taka be pawpin block fir nghal tur ani
- Card I tibbo chuan Branch hnenah emaw rang takin 1800 420 119/1800 425 1199 (ram pumah a thlawna biak theih) +91484 263 0994/5(ram pawn customer tan). Mobile Banking hmangte chuan FedMobile>Card Management ah login theih ani
- Internet banking hmangtute chuan FedNet > Debit Card Services > Block Debit Card ah login theih ani
- Khawlin I card la tura a tih hunah che la nghal ang che
- ATM a I card I thun hma in ATM chhung ah thil rinhlelh awm a awm leh awm loh ngun takin en kual hmasa ang che
- ATM a pawisa I lakchhuah hnu ah I chhuah hma in number hrang hrang hmet kual phawt thin ang che
- Bank atanga I pawisa chet vel dan hriattirna SMS & email atanga I dawn te en thin la, eng emaw rinhlelh awm a awm anih chuan Bank rang takin hriattir nghal ang che.

TILOH TUR

- I PIN leh I card dah dun ngai suh.
- Tuma hnenah I PIN hrilh suh, bank a thawkte hnenah pawh
- I card ah I PIN ziak ngai suh
- Card neitu chuan PIN atan hriat awltur an hmang tur anilo, entiran: pian kum etc
- I ATM atanga pawisa lachhuak turin midang ring suh
- I Statement, charge slip leh Bank atanga mail I dawnte tichhe hmasa lovin paikh mai mai suh
- ATM ah a rulin/midang awmlai in lut suh
- Sumdawng hnenah thil I lei in I card I hmuu phak lohah ken sawn tir suh
- ATM I hman laii I ngaituahna lapeng thei thildang intihbuai tir suh
- ATM chhungah lukhum/helmet khum suh

FIMKHURNA TUR

- ATM I hman dawnin midang te puuh ngai lovin hman thiam tum rawh
- ATM khawlah thil rinhlelh awm entiran anihdan tur ang nilo deuha khawh danglamna hnu hma emaw thil invuah belh etc te a awm chuan hmanloh a him ber
- I pawisa chet vel dan a khat tawkin endik thin rawh
- ATM card chung changah phone a bikna emaw email I dawnin fimkhur hle rawh

ATM HMAN MAN

1. Federal Bank ATM/ Debit cards:- Federal Bank dawrtu Federal Bank ATM/debit Card hmangtu te tan chuan Federal Bank hnuia financial leh non-financial transaction zawng zawngte hi a thlawn (free) vek ani a
2. Bank dang Card tan :- Reserve bank of India inkaihruaina dan angin, Bank chuan an mahni hnuia Saving Bank Account neitute tan atlem thei ang ber a thlawnna transaction neih theih dan a siam tur ani.
(Visit <https://www.federalbank.co.in/rates-and-charges> te chawidan hrechiang turin tlawh rawh)

Lungawilohna thlendan/ziahdan

To: The Branch Manager
 [Bank hming]
 [Branch hming]*
 [Khawpui hming]

I. Customer te chanchin:

Customer hming :
Account Number :
Debit Card/ ATM Card No. :

2. ATM hriattur:

ATM ID/Awmna hmun, ID hi a awm lo anih chuan :
ATM neihna Bank hming :

3. Lungawi lohna chung chang/chhan

[Pawisa lakchhuah chungchang lungawilohna](#):

Pawisa lakchhuak tur zat:w
ATM atanga Pawisa lo chhuak zat:
pawisa lakchhuah hnu a accounta pawisa awmzat:
Pawisa lakchhuah ni:
pawisa lakchhuah hun:

b) ATM a card tang

c) Lungawilohna dang

Ni /....../ Card neitu hming ziak
Contact Tel/Mobile No.

*(Card neitu in account a neihna bank Branch hming leh a ATM Card nena a inthlunzawmna)

SITE LOCATION:
(metro/non-metro)

Lungawilohna thawidam na

Level 1

Federal Bank dawrtute tan
Lungawilohna thlen hmasak ber na atan
Darker 24 chhung a biak theih customer caren 1800-425-1199 / 1800-420-1199
be rawh
(Emaw)
I Branch be pawp rawh
(Emaw)
<https://www.federalbank.co.in/grievance-redressal>
Bank dang dawrtute tan

I account neihna Bank/Bank branch customer care be pawp rawh

Level 2

: I buaina an chingfel sak dan ah che I lungawilo anih chuan , Zonal Nodal officer hnenah, a hnuia link ah hian lutin I lungawilohna I thlen leh thei
<https://www.federalbank.co.in/grievance-redressal>

Level 3

I la lungawi thei ngang lo anih chuan a hnuia mi hnenah hian lekhha I ziak
dawn nia
The Principal Nodal Officer
Federal Bank,
hei hi tlawh rawh <https://www.federalbank.co.in/grievance-redressal>

Level 4

Thu rem dan ah I la lungawilo emaw I lungawilohna theh leh chu chingfel loha ni 30 aia tam a awm anih chuan, RBI Ombudsman hnenah ahnuia mi ang hian
I thlen thei ang
RBI biak pawh theih hun (9:30 am to 5:15 pm) – 14448 (a thlawna biak theihna number) [online hmanga biakna](https://cms.rbi.org.in/) <https://cms.rbi.org.in/>

CUSTOMER CARE
TOLL FREE: 1800 425 1199, 1800 420 1199
Email: contact@federalbank.co.in

biak pawhna hmun

A tih ranna

H mangtute kaihruaina

1. ATM ah I card thun lut la
2. I tih tur I tihzawh vek hma chu I card lakchhuah tum suh
3. ATM screen in tih tur a hrilh ang che in ti rawh
4. ATM lachhuak tura hrilh I nih hnu ah la chhuak rawh
5. Transaction lakkawh lain I card lachhuak lui suh, khawlin I card chip a chilh beh avangin (hei hi I card a chip te tak te tih beh an a. hei hi I Debit Card a him zawk nana encrypted vek ani)
6. I pawisa la rawh
7. ATM I chhuahsan hma in Cancel tih kha hmet rawh

I tawng hriathiam zawnga a chunga inkaihruaina te khi I chhiar theih nan
A hnuia Qr code hi scan rawh



HIM TAKIN AWM RAWH

Emais/SMS rintlak loh lakah fimkhur rawh.
I ATM Card chungchang PIN/OTPs/password te tuma hnenah hrilh suh.

CCTV hmanga thlir reng I ni