

Name of the Bank		
Monthly BB Agent Fraud Monitoring		
Data on fraud and forgeries		
Description	Month	Description
1. Total No. of Fraud and forgery Incidents		
2. Total No. of Agents Blacklisted		
3. Individual Agent wise data		
Name of Agent		
Address		
Contact information		
Nature of fraud / forgery		
Date of Blacklisting		
Reason for Blacklisting		
Action taken by bank other than balcklisting		
(Insert new Rows for Additional Agents)		

Name of the Bank																				
Branchless / Mobile Banking : Monthly Updates on Customer Complaints for the Quarter ..... Year...																				
Type of Customer Complaints	Month 1 (Name)					Month 2 (Name)					Month 3 (Name)					Total for the quarter				
	Number & Description (Fraud/forgery only)	Closed	In-Progress	Open	Grand Total	Number & Description (Fraud/forgery only)	Closed	In-Progress	Open	Grand Total	Number & Description (Fraud/forgery only)	Closed	In-Progress	Open	Grand Total	Number & Description (Fraud/forgery only)	Closed	In-Progress	Open	Grand Total
Delay in account opening																				
Non availability of funds at agent location																				
Non-cooperation by the agent																				
Sytem Fallure																				
Other delaying tactics by agent																				
Account blocked without customer knowledge																				
Invalid voucher PIN received																				
Customer: Technical Usage Issue																				
Customer: Load/Un-load Issue																				
Other account opening issue																				
Customer: Voucher number invalid																				
Customer: Cash Deposit Issue																				
No. of cases of frauds and forgeries committed by agents alongwith action taken by the bank																				
Other (Specify)																				
<b>Grand Total</b>																				