PetroBonus™ Complaint Form (Customer copy)

Serial No.

Date: D D M M Y Y Y Y

Member Name:

Petro Card Number: 7 2 4

Options for complaint category (Please tick the appropriate boxes)

- ☐ Lost Card (Please pay Rs.50 only)
- ☐ Change of address
- ☐ Pin blocked (Please enclose the Card in the attached envelope)
- ☐ Replacement of damaged card (Please enclose the Card in the attached envelope)
- ☐ Rewards not received
- ☐ Petromiles statement not received
- ☐ Other (Please attach all the details in an additional letter)

I hereby authorize BPCL to send the card to the dealer and deduct Rs. _____ from my Petro Card* for sale of _____

Member Signature: _____

For office use:

ROC No. Batch No.

TID No. S A

Received Rs. _____

Dealer seal & signature: _____

*Only in case where the dealer needs to receive the money for sale of fuel, which can not be transacted on the Petro Card since it is blocked.

Please tear and fold flap here

Please remember to ask for a machine generated receipt when you submit ths Complaint Form

PetroBonus™ Complaint Form (Merchant copy)

Serial No. Date: D D M M Y Y Y Y

Member Name:

Petro Card Number: 7 2 4

Customer Account Number: C A

Date of Birth: D D M M Y Y Y Y

Place of Birth:

Mother's Maiden Name:

Address:

Pincode:

Telephone Number: STD Code Mobile:

Email ID: _____@_____

Options for complaint category (Please tick the appropriate boxes)

- ☐ Lost Card (Please pay Rs.50 only)
- ☐ Change of address
- ☐ Pin blocked (Please enclose the Card in the attached envelope)
- ☐ Replacement of damaged card (Please enclose the Card in the attached envelope)
- ☐ Rewards not received
- ☐ Petromiles statement not received
- ☐ Other (Please attach all the details in an additional letter)

I hereby authorize BPCL to send the card to the dealer and deduct Rs. _____ from my Petro Card* for sale of _____

Member Signature: _____

For office use:

ROC No. Batch No. TID No. S A

Received Rs. _____ Dealer seal & signature: _____

*Only in case where the dealer needs to receive the money for sale of fuel, which can not be transacted on the Petro Card since it is blocked.