

Customer Complaint/ Service Request



To,
Head of Customer Service Division
GrameenPhone Ltd.

Dear Sir/Madam,

This is to inform you that I am a subscriber of Grameenphone Ltd. My details are given below with mentioned problem for your necessary action to solve the problem:

Name : _____

Mobile Number : _____ Contact Number (at least two): _____

Address : _____

Complaint/Service request

- | | | |
|--|---|--|
| <input type="checkbox"/> Lost phone barring | <input type="checkbox"/> Unbar lost Phone | <input type="checkbox"/> Subscription copy lost |
| <input type="checkbox"/> Request for new/old PIN | <input type="checkbox"/> Unbar password Lock | <input type="checkbox"/> Duplicate subscription copy (Post-paid) |
| <input type="checkbox"/> Overcharging problem | <input type="checkbox"/> F&F problem | <input type="checkbox"/> Temporary suspension (for _____ days) |
| <input type="checkbox"/> Billing problem | <input type="checkbox"/> Bill receiving problem | <input type="checkbox"/> Unblock Temporary Suspension |
| <input type="checkbox"/> Disturbance | <input type="checkbox"/> Misuse Hotline | <input type="checkbox"/> Scratch Card related problem |

Complaint/Service request (if required):

Required information for ownership dispute problem:

Father's Name : _____ F&F Number: _____

Service interruption date: _____ His/Her own name: _____

Last card recharge information (Amount and date): _____

Required documents for ownership dispute problem: 1. Copy of passport size photograph 2. Photocopy of photo ID card (Passport/Driving license/Voter ID card) 3. Photocopy of original subscription paper
4. Photocopy of original PIN/PUK paper)

Fraudulent Activity:

Fraud Caller Number : _____

Original Scratch Card number (With attached) : _____

Flexi load number (with 11 digits) : _____

Paid amount : _____ Incident date and time: _____

Subscriber Signature (As per original subscription copy) :

Received By (GPC/GPSD Name & Code) : _____
Mobile Number : _____

Date & Seal : _____