

Fwd: [Interaction Id:1-355724347986] Transaction cancellation for Greyhound Ticket.

Himanshu Sonone <himanshusonone0804@gmail.com>

Sat 11-11-2023 08:48

To: Abhimanyu Dubey <dabhimanyu@iisc.ac.in>

External Email

----- Forwarded message -----

From: <Customercare@sbicard.com>

Date: Fri, 10 Nov, 2023, 23:00

Subject: RE: [Interaction Id:1-355724347986] Transaction cancellation for Greyhound Ticket.

To: <himanshusonone0804@gmail.com>

10/11/2023

Dear Mr. Himanshu Sonone,

Thank you for writing to SBI Card.

This is with reference to your communication dated 8/11/2023.

We would like to inform you that as per our records, the transaction dated 2/11/2023 for Rs.2936.57 has been confirmed by GREYHOUND Los Angeles CA on dated 4/11/2023.

Transaction Reference number: 0511202318801195734

Also we would like to inform you that please contact merchant for reversal of amount.

Your valuable Feedback will help us in improving our products and services. We request you to share your experience with us through feedback link shared on your registered e-mail id.

In case of any query, would request you to [Click Here](#) or contact the SBI Card helpline at 39 02 02 02 (prefix local STD code) or 1860 180 1290. IVR & Emergency Services on helpline are available 24 hours and Customer Service representatives are available from Monday to Saturday between 8am to 8pm or you can get easy access to exclusive services & account information with just a click. Visit our website sbicard.com or download the [SBI Card Mobile App](#) to access self-servicing options on the go!

To get your queries resolved faster, click: <https://ila.sbicard.com> to chat with ILA.

If you are not satisfied with the response, you can write to Nodal Officer, Customer Service by clicking [here](#) or use the Escalate Button on the webpage. You will receive a response within 5 days.

Yours sincerely,

BRIJESHMAGANBHAI PATEL

Customer Service Team – SBI Card

[THREAD ID:1-4JF13BKl]

-----Original Message-----

From: XXXXX@XX.COM

Sent: 8/11/2023 01:35:28 PM

To: XXXXX@XX.COM

Subject: Transaction cancellation for Greyhound Ticket.

Hi,

During booking of a bus for my friend, the page got refreshed and the ticket got booked for the wrong date.

Please guide as to how I can revert the transaction, I have contacted greyhound and they are okay with it but it will take longer time from their end.

Please cancel the transaction denominated 2936.57 on 2 Nov 2023.

Thank you!