



To: The Branch Manager

_____ [Name of the Bank]
 _____ [Name of the Branch] *
 _____ [Name of the City]

1.	<u>Customer Information:</u> Name of the Customer : Account No. : Debit Card / ATM Card No. :
2.	<u>ATM Information:</u> ATM ID/Location, if ID is not available : Name of the ATM Bank :
3.	<u>Nature of the Complaints</u> a) <u>Complaint relating to Cash withdrawal:</u> Amount requested for withdrawal : [Rs] Amount actually disbursed at ATM : [Rs] Amount to the account debited : [Rs] Date of transaction : [/ /] (mm/dd/yy) Time of transaction : [] b) Card Capture by ATM : [] c) Other complaints :
Date: / / Signature of the Card Holder Contact Tel/Mobile No.	

*(Name of the bank branch where cardholder account is maintained which is linked to ATM card)