

To  
The Branch Manager

\_\_\_\_\_ [Name of the Bank]

\_\_\_\_\_ [Name of the Branch ] \*

\_\_\_\_\_ [Name of the City]

1. **Customer Information :**

Name of the Customer : \_\_\_\_\_  
Account No. : \_\_\_\_\_  
Debit Card/ ATM Card No : \_\_\_\_\_.

2. **ATM Information :**

ATM ID/ Location, if ID is not available: \_\_\_\_\_:

Name of the ATM Bank : \_\_\_\_\_

:

3. **Nature of the Complaints**

a) **Complaint relating to Cash withdrawal** :

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)