

To The Branch Manager

\_\_\_\_\_ (Name of the Bank)\*  
\_\_\_\_\_ (Name of the Branch)\*  
\_\_\_\_\_ (Name of the City)

<b>1</b>	<b><u>Customer Information</u></b> Name of the Customer : _____ Account No. : _____ Debit Card / ATM Card No. : _____
<b>2</b>	<b><u>ATM Information</u></b> ATM Id / Location if Id not available : _____ Name of ATM Bank : _____
<b>3</b>	<b><u>Nature of Complaints</u></b> <b><i>a) Complaint relating to cash withdrawal</i></b> Amount requested for withdrawal : Rs. _____ Amount actually disbursed at ATM : Rs. _____ Amount debited to the account : Rs. _____ Date of transaction : _____ (mm/dd/yy) Time of transaction : _____ <b><i>b) Card captured by ATM</i></b> : _____ <b><i>c) Other complaints</i></b> : _____
Date: _____ Signature of cardholder Contact Telephone / Mobile No.	

\* Name of the Bank and branch where cardholder account is maintained which is linked to ATM card.