

**(Template for lodging complaints relating to ATM transactions)**

To  
The Branch Manager

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

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

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