

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 number : 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> <u>a) Complaint relating to Cash Withdrawal</u> : Amount requested for with drawal : Rs Amount actually disbursed at ATM : Rs Amount to the account debited : Rs Date of the transaction : / / (mm/dd/yy) Time of transaction : <u>b) Card Capture by ATM</u> : <u>c) Other Complaints</u> :
Signature of the Card Holder Contact Tel/Mobile No.	
Date : / /	
*(Name of the bank branch where cardholder account is maintained which is linked to ATM Card)	

Forwarded to CPC

Officer /Manager
Date :