

To:

The Branch Manager

_____ [Name of the Bank] *

_____ [Name of the Branch] *

_____ [Name of the City]

_____ [Pin Code]

1.	Customer Information : Name of Customer : Account No. : Debit Card / ATM Card No. :
2.	ATM Information : ATM ID/Location, if ID is not available : Name of 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. E-Mail _____	

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