

Uniform Template for lodging of complaints relating to ATM transactions

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 No. : 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> a) <u>Complaint relating to Cash withdrawal :</u> 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 the card holder account is maintained, which is linked to the ATM card)