User Guide for ATM Transactions

Table of Contents

[Introduction 2](#_Toc182645886)

[Cash Withdrawal 2](#_Toc182645887)

[Steps 2](#_Toc182645888)

[Credit/Deposit 2](#_Toc182645889)

[Steps 2](#_Toc182645890)

[Balance Inquiry 2](#_Toc182645891)

[Steps 2](#_Toc182645892)

[Tips for Safe ATM Transactions 2](#_Toc182645893)

[Troubleshooting Common Issues 3](#_Toc182645894)

[Card Not Accepted 3](#_Toc182645895)

[Cash Not Dispensed 3](#_Toc182645896)

# Introduction

This guide provides step-by-step instructions on performing essential ATM transactions: cash withdrawal, credit/deposit, and balance inquiry. Ensure you have your ATM card and PIN ready before starting.

## Cash Withdrawal

### Steps

1. Insert **ATM** card into the machine.
2. Select preferred **language**.
3. Enter 4-digit **PIN** using the keypad and press Enter.
4. Choose the **Withdrawal** option from the menu.
5. Select the type of account (e.g., **Savings** or **Current**).
6. Enter the desired **amount** and press **Enter**.
7. Confirm the amount displayed on the screen.
8. Collect cash, receipt (if selected), and ATM card from the machine.

Note: Ensure the machine dispenses the correct amount before leaving.

## Credit/Deposit

### Steps

1. Insert **ATM** card into the machine.
2. Select preferred language.
3. Enter 4-digit PIN and press **Enter**.
4. Choose the **Deposit** option from the menu.
5. Select the type of account to deposit money (e.g., **Savings** or **Current**).
6. Insert the cash or check into the deposit slot when prompted.
   1. Ensure bills are unfolded and checks are signed.
7. Confirm the amount displayed on the screen.
8. Collect receipt and ATM card after the transaction.

Note: Some ATMs may not accept deposits. Use the nearest branch if this feature is unavailable.

## Balance Inquiry

### Steps

1. Insert your ATM card into the machine.
2. Select your preferred language.
3. Enter your 4-digit PIN and press **Enter**.
4. Choose the **Balance Inquiry** option from the menu.
5. Select the type of account to check the balance (e.g., **Savings** or **Current**).
6. View your account balance displayed on the screen.
7. Collect your receipt (if selected) and ATM card.

# Tips for Safe ATM Transactions

* Always shield the keypad while entering your PIN.
* Do not share your PIN with anyone.
* Check your surroundings for suspicious activity before using an ATM.
* Immediately report any issues to your bank's customer service.

# Troubleshooting Common Issues

## Card Not Accepted

* Ensure the card is inserted correctly.
* Contact your bank if the problem persists.

## Cash Not Dispensed

* Check your account for a deduction.
* Contact customer service with the transaction receipt for assistance.

For further assistance, contact your bank’s customer support at [Bank’s Customer Care Number].