

To,
The Bank Manager,
Kotak Mahindra bank, Ranchi Lalpur

Subject: Money not received while using ATM but balance deducted
Respected Sir,

I am saving account holder in Kotak Mahindra bank (9112218907).
Dated 03-11-2021, I was using bank's ATM located at Kishoreganj(ATM
ID-P3ECRI06 , Location NON METRO) at around 12:43 pm to withdraw
Rs.5, 000 from my account. But suddenly the machine decline the
transaction and I could not receive any money or receipt, but I received
a message on my mobile that Rs. 5,000 has been withdrawn. In reality, I
had not received any cash in my hand. I checked my account summary
online also. It is also showing a debit of Rs.5, 000.

Kindly do the needful as soon as possible.

Thanking you,
yours sincerely,

Name-Ramdeep Ram
bank account number-9112218907
Mobile number-7677203046
Date-02-12-2021