To :

The Branch Manager

............................................................................................ [\* Name of the Bank]

............................................................................................ [\* Name of the Branch]

............................................................................................ [ Name of the City]

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| 1. | **Customer Information :**  Name of the Customer :  Account No. :  Debit Card/ATM Card No. : |
| 2. | **ATM Information :**  ATM ID/Location if ID is not available :  Name of the 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** : [ ]  (Please provide the ATM ID  and the Bank Name)  C). **Other complaints**  : |
| Date : **Signature of the Card Holder**  **Contact Tel/ Mobile No.** | |

*\* (Name of the bank branch where cardholder account is maintained which is linked*

*to ATM card)*

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