**Objectives**

· Create a list of negative scenarios for ATM money withdrawal process

o Use a given structure to identify at least 20 negative scenarios

ATM money withdrawal process works as follows.

1. User inserts card and removes, ATM asks for pin, user enters pin
2. ATM asks amount to withdraw, user enters amount and presses ‘OK’
3. ATM asks if receipt needed, User says ‘Yes’
4. Money is disbursed, receipt is printed, SMS is received, account is debited

Rules

1. Amount to be withdrawn cannot be more than account balance
2. Amount to be withdrawn cannot be more than 25000
3. Maximum number of notes which can be disbursed through ATM slot is 25
4. Amount can only be multiples of 100
5. Withdrawal can be done maximum 3 times in 24 hours

Identify all possible detailed negative scenarios using following hints. Write ATM set up required, if specific for scenario

What user can do wrong or set up can create issues in reference to

1. Card insert

2. Pin entry

3. Amount entry

4. Disbursed money

5. Processing