To: The Branch Manager

_____ [Name of the Bank]
_____ [Name of the Branch]*
_____ [Name of the City]

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 : [ ]
	
	    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)