

**Format for lodgment of customer complaints relating to ATM transactions.**

To

The Branch Manager

\_\_\_\_\_ [ Name of the Bank ]  
\_\_\_\_\_ [ Name of the Branch ]\*  
\_\_\_\_\_ [ Name of the City ]

<b>1.</b>	<b><u>Customer Information:</u></b> Name of the Customer : Account No. : ATM-cum-Debit Card No. :
<b>2.</b>	<b><u>ATM information:</u></b> ATM ID/Location, if ID is not available : Name of the ATM Bank :
<b>3.</b>	<b><u>Nature of the Complaints</u></b> <b>a) Complaint relating to Cash withdrawal:</b> Amount requested for withdrawal : [ Rs. ] Amount actually disbursed at ATM : [ Rs. ] Amount to the account debited : [ Rs. ] Date of transaction : [ ](dd/mm/yy) Time of Transaction : [ ] <b>b) Other complaints</b> :
Date: / /	
Signature of the Card Holder Contact Tel/Mobile No. Address :	

\*Name of the bank branch where cardholder account is maintained is linked to ATM card