

## Failed ATM Transaction Format

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. : Debit Card / ATM 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) <u>Complaint relating to Cash withdrawal:</u></b>  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>b) Card Capture by ATM</b>  <b>c) Other complaints</b>
<p>Date: / /</p> <p style="text-align: right;"><b>Signature of the Card Holder</b> <b>Contact Tel/Mobile No.</b></p>	

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