

Dear Customer,

As per RBI guidelines, in case of any unsuccessful ATM/Debit card transaction or complaints, you are requested to report it to your bank branch where you maintain your account.

To: **The Branch Manager**

_____ | Name of the Bank |*
_____ | Name of the Branch |*
_____ | Name of the City |

1.	<u>Customer Information:</u> Name of the Customer : _____ Account No. : _____ Debit Card / ATM Card No. : _____
2.	<u>ATM Information</u> ATM ID/ Location, if ID is not available : _____ Name of the ATM Bank : _____
3.	<u>Nature of the Complaints</u> a) <u>Complaint related to Cash withdrawal:</u> Amount requested for withdrawal : ₹ _____ Amount actually disbursed at ATM : ₹ _____ Amount debited to the account : ₹ _____ Transaction Number** : _____ Date of transaction : ___/___/___ (mm/dd/yy) Time of transaction : _____ b) Card Capture by ATM : _____ c) CCTV Footage ATM : Yes / No d) Other complaints :
Date: ___/___/_____	
Signature of the Card Holder	
Contact Tel/Mobile No.: <input type="text"/>	
For Branch Acknowledgement	
Name of the receiver : _____ Date & Stamp of Br _____	

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

** If Transaction slip is not generated, please write remark "Transaction Slip not Printed"