

**Annexure**

To: The Branch Manager

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\_\_\_\_\_  
\_\_\_\_\_

[Name of the Bank ]

[Name of the Branch]\*

[Name of the City ]

1.	<b><u>Customer Information</u></b> Name of the Customer : Account number : Debit Card/ ATM Card Number :
2.	<b><u>ATM Information</u></b> ATM ID /Location, if ID is not available : Name of the ATM Bank :
3.	<b><u>Nature of the Complaints</u></b> <b><u>a) Complaint relating to Cash withdrawal:</u></b> Amount requested for withdrawal : [Rs ] Amount Actually disbursed at ATM : [Rs ] Amount to the Account debit : [Rs ] Date of transaction : [ / / ] dd/mm/yy Time of transaction : [ ] Transaction number : [ ] <b><u>b) Card Capture by ATM</u></b> : [ ] <b><u>c) Other complaints</u></b>
Date : / /	
Signature of the Card Holder	
Contact Tel/ Mobile no. :	

\*(Name of the Bank branch where card holder account is maintained, which is linked to ATM Card)