

**Annexure**

To: The Branch Manager

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

<b>1.</b>	<p><b><u>Customer Information:</u></b></p> <p>Name of the Customer : _____</p> <p>Account No. : _____</p> <p>Debit Card / ATM Card No. : _____</p>
<b>2.</b>	<p><b><u>ATM Information:</u></b></p> <p>ATM ID/Location, if ID is not available : _____</p> <p>Name of the ATM Bank : _____</p>
<b>3.</b>	<p><b><u>Nature of the Complaints</u></b></p> <p><b>a) <u>Complaint relating to Cash withdrawal:</u></b></p> <p style="padding-left: 40px;">Amount requested for withdrawal : [ Rs            ]</p> <p style="padding-left: 40px;">Amount actually disbursed at ATM : [ Rs            ]</p> <p style="padding-left: 40px;">Amount to the account debited : [ Rs            ]</p> <p style="padding-left: 40px;">Date of transaction : [    /    /    ] (mm/dd/yy)</p> <p style="padding-left: 40px;">Time of transaction : [                    ]</p> <p><b>b) Card Capture by ATM : [                    ]</b></p> <p><b>c) Other complaints : _____</b></p>
<p>Date:    /    /</p> <p 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)*

***This form should be submitted only at the bank where the cardholder's account is maintained.***