

CUSTOMER COMPLAINTS (ATM TRANSACTION)

The Branch Manager

-----{ Name of the Bank            }  
 -----{ Name of the Branch        }\*  
 -----{ Name of the City           }

1	<p><u>Customer Information</u></p> <p>Name of the Customer                :                  Account No.                           :                  Debit Card/ATM Card No.            :</p>
2	<p>ATM Information :</p> <p>ATM ID/Location, if ID is not available :                  Name of the ATM Bank                :</p>
3	<p><u>Nature of the Complaints</u></p> <p>a)<u>Complaint relating to Cash Withdrawl:</u></p> <p>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                    : {                                        }</p> <p>b) Card Capture by ATM                : {                                        }</p> <p>c) Other complaints</p>
	<p>Date: / /</p> <p style="text-align: right;">Signature of the card holder                  Contact Tel/Mobile No.</p>

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