

ANNEXURE-B

To:
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 : _____</p> <p>Account No. : _____</p> <p>Debit Card / ATM Card No. : _____</p>
2.	<p><u>ATM Information:</u></p> <p>ATM ID/Location, if ID is not available : _____</p> <p>Name of the ATM Bank : _____</p>
3.	<p><u>Nature of the Complaints:</u></p> <p>a) <u>Complaint relating to Cash Withdrawal:</u></p> <p>Amount requested for withdrawal : Rs. _____</p> <p>Amount Actually disbursed at ATM : Rs. _____</p> <p>Amount to the account debited : Rs. _____</p> <p>Date of Transaction : _____ (mm/dd/yy)</p> <p>Time of transaction : _____</p> <p>b) Card Captured by ATM : _____</p> <p>c) Other complaints : _____</p>
<p>Date: / /</p> <p align="right">Signature of the Card Holder Contact Telephone/Mobile No.</p>	

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