

**Annexure V  
(See Paragraph 5.13)**

**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 : _____          Account No. : _____          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 : _____          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>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>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)*

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