

Annexure V
(See Paragraph 5.13)

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 style="padding-left: 40px;">Amount requested for withdrawal : [_____]</p> <p style="padding-left: 40px;">Amount actually disbursed at ATM : [_____]</p> <p style="padding-left: 40px;">Amount to the account debited : [_____]</p> <p style="padding-left: 40px;">Date of transaction : [_____] (mm/dd/yy)</p> <p style="padding-left: 40px;">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)*

----- X -----