

**Annex V**  
**(See Paragraph 5.13)**

To: The Branch Manager

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

1.	<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>
2.	<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>
3.	<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 : [₹ _____ ]</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>b) Card Capture by ATM : [ _____ ]</b></p> <p><b>c) Other complaints :</b></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)*

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