

**(ATM/POS transaction Complaint Form)**

**To Branch Manager**

.....(Name of the bank)\*

.....(Name of the Branch)\*

.....(Name of the city)

\*(Name of the bank branch where the card holders account is maintained)

**1. Customer information**

Name	
Account No	
Debit/ATM Card No	

**2. ATM Information**

ATM ID / Location if ID not available	
Name of the ATM Bank/POS Terminal	

**3 Nature of Complaints**

<b>A. Complaint relating to cash with drawl</b>	
Amount of withdrawal/POS Transaction	₹
Amount actually disbursed by ATM	₹
Amount to the account debited	₹
Date of Transaction (DD/MMM/YY)	
Time of Transaction	
Transaction Number	
<b>B. Card capture by ATM :-</b>	
<b>C. Other complaints :-</b>	

**Note:**

- Form to be submitted to the nearest branch of the card issuing Bank
- Copy of ATM Transaction slip/ Merchant Charge Slip (if available)

\_\_\_\_\_  
**Signature (Card holder)**

**Date:-**  
**Time:-**

**Contact Tel/Mobile No:-**