

Complaint Form

As per RBI guidelines, in case of any failed ATM transaction, you are requested to lodge the complaint at the branch of the Bank where you maintain your account to which the said ATM card is linked.

You can lodge a complaint by submitting the duly completed complaint form in the below mentioned format, which is generally available at your bank branches.

To: The Bank Manager

..... [Name of the Bank]

..... [Name of the Branch*]

..... [Name of the City]

1. Customer Information

Name of the Customer :
Account No. :
Debit Card / ATM Card No. :

2. ATM Information

ATM ID/Location, if ID is not available :
Name of ATM Bank :

3. Nature of the Complaints:

a. Complaint relating to cash withdrawal

Amount requested for withdrawal : [`]
Amount actually disbursed at ATM : [`]
Amount to the account debited : [`]
Date of transaction : [/ /] (mm/dd/yy)
Time of transaction : []

b. Card capture by ATM : []

c. Other complaints :

Date: / /

Signature of the Card Holder
Contact Tel/Mobile No.

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