

Format for lodging complaint by customers relating to ATM transactions.

To

The Branch Manager

CSB Bank Limited

..... [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 the ATM Bank:	
3.	Nature of the Complaints: a) Complaint relating to Cash withdrawal: Amount requested for withdrawal : Rs Amount actually disbursed at ATM : Rs Amount debited to the account : Rs Date of transaction: ____/____/____(mm/dd/yy) Time of transaction: b) Card Capture by ATM: c) Other complaints:	
<div>Date: ____/____/____</div> <div>Signature of the Card Holder</div> <div>Contact Tel/Mobile No.</div>		

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