

**Annexure V
(See Paragraph 5.13)**

Annexure

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 : _____ Account No. : _____ Debit Card / ATM Card No. : _____</p>
2.	<p><u>ATM Information:</u></p> <p>ATM ID/Location, if ID is not available : _____ 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>Amount requested for withdrawal : [Rs] Amount actually disbursed at ATM : [Rs] Amount to the account debited : [Rs] Date of transaction : [/ /] (mm/dd/yy) Time of transaction : []</p> <p>b) Card Capture by ATM : []</p> <p>c) Other complaints :</p>
<p>Date: / /</p> <p 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 -----