

Annexure

To: The Branch 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 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 to the account debited : [Rs.]
Date of transaction : [/ /] (mm/dd/yy)
Time of transaction : []

b) **Card Capture by ATM** : []

c) **Other Complaints** :

Signature of the Card Holder
Contact Tel / Mobile No.

Date: / /

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

IMPORTANT NOTE FOR LODGING COMPLAINTS REGARDING NON/SHORT RECEIPT OF CASH:

1. Karnataka Bank cardholders can lodge the complaint at any branch of Karnataka Bank.
2. Other Bank cardholders have to lodge the complaint with the Card issuing Bank only.
3. The printed complaint forms are available at any of the Karnataka Bank branches.

 Karnataka Bank Limited