



Muthoot

ATM

For all banks

Complaint Form

As per RBI guidelines, in case of any failed transactions, 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 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 : (Rs _____)

Amount requested for withdrawal : (Rs _____)

Amount actually disbursed at ATM : (Rs _____)

Amount to the account debited : (Rs _____)

Date of transaction : (____ / ____ / ____) (dd/mm/yy)

Time of transaction : (_____)

b) Other Complaints : _____

Date: ____ / ____ / ____

Signature of the Card Holder

Contact Tel/Mobile No.

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