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Atm complaint format

To  
The Branch Manager  
[Name of the Bank]  
[Name of the Branch]  
[Name of the City]

1	<b>Customer Information:</b> Name of the customer : Account number : Debit card/ATM Card No. :
2	<b>ATM Information:</b> ATM ID/Location # ID is not available : Name of the ATM Bank :
3	<b>Nature of the Complaints</b> <b>a) Complaint relating to Cash Withdrawal</b> Amount requested for withdrawal : Rt. Amount actually disbursed at ATM : Rt. Amount to the account debited : Rt. Date of the transaction : / / (mm/dd/yy) Time of transaction : <b>b) Card Capture by ATM</b> : <b>c) Other Complaints</b> :

Date: / /

Signature of the Card Holder  
Contact Tel./Mobile No.

\*[Name of the bank branch where cardholder account is maintained which is linked to ATM Card.]

Forwarded to CFC

(Specimen) Letter to Bank Manager for Not Working of ATM Card  
© lettersformats.com/2020/05/letter-to-bank-manager-for-not-working-of-atm-card.html

Date: .....  
  
From  
(Name of the Account holder)  
(Complete Address)  
(Contact Number)

To  
The Manager  
(Name of the Bank)  
(Name of the Branch)

Sub.: ATM Debit Card Not Working  
Ref: Savings account number .....

Dear Sir/Madam,

I am presently a savings account holder of your branch. I have been provided with the ATM card bearing number ....., which is linked to the said account.

I was trying to withdraw some money on (Date, Time) at one of the ATM counters of your bank (ATM Id: .....,) but the error message was shown as 'Sorry, can't read the card.' and therefore, I could not withdraw any money. Does this mean there is something wrong with my ATM card?

I am enclosing herewith my ATM card. Kindly look into it. If the ATM card is damaged, please issue a new card. The charges for the same may kindly be debited from the said savings account of mine.

Kindly do the needful and oblige.

Thanking you!

Yours faithfully,

(signature)  
(Name of the Account Holder)

Encl: A/a



BA L. Grocery Ltd., Box 520, Gold River, B.C., V0P 1G0  
Phone: 250-283-2615 Fax: 250-283-7329 email: [banquet@cablnet.com](mailto:banquet@cablnet.com)

May 10, 2016

Mr. Lee Moon,  
Mr. Manjiv Brising,  
Mr. Shawn Andrie,  
Ms. Gladys Hoyos,  
Royal Bank of Canada

Re: RBC ATM Replacement

Dear Sir/Maam:

After having many discussions with many small and larger businesses here in Gold River the past week I write you to ask you to reconsider removing the Full Service ATM in our Village. We believe there are other options that would work for all parties.

Many of these businesses moved their business and personal accounts from another bank to RBC when RBC installed the Full Service ATM, for the main reason they could make regular daily deposits and were showing commitment to our Village. RBC gained several large businesses accounts in the community including Village of Gold River, The School District No 84, and many other new mortgages, and personal accounts.

Removing the full service ATM will have huge impact on the residents of our small community, and especially the small businesses, as they will have to travel to Campbell River to do their banking, you know they will take many dollars that would have been spent in Gold River to another community.

For my business, when I had to travel three times a week to the Bank when the TD closed it cost my business almost \$2000.00 a month just in fuel costs, not to mention the time away from my business.

On behalf of our community I ask you to reconsider and not remove the full service ATM from our community.

Thanks

Brad Unger

Brad Unger - President  
Owner/Operator  
Super Valu #3307

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