

## Customer Complaint Form

### For ATM Transactions

To be submitted at the branch of Axis Bank where the account is maintained

To: The Branch Manager  
Axis Bank

\_\_\_\_\_ [Name of the Branch]\*

\_\_\_\_\_ [Name of the City]

#### 1. Customer Information:

Name of the Customer :

Axis Bank Account No. :

Debit Card / ATM Card No. :

#### 2. ATM Information:

ATM ID/Location, if ID is not available :

Name of the Bank Owning the ATM :

#### 3. Nature of the Complaint:

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 :

Contact Tel/Mobile No. \_\_\_\_\_

Email ID \_\_\_\_\_

Date: / /

Signature of the Card Holder

There's always a solution



#### For Office Use Only

Received from \_\_\_\_\_

on \_\_\_\_\_ at \_\_\_\_\_ hrs.

Complaint relating to : Cash withdrawal  Card capture

Signature/Stamp

