



Template for lodging complaints on failed ATM Transactions

Dear Customer,

As per RBI guidelines, in case of any unsuccessful ATM/Debit card transaction or complaints, you are requested to report it to your branch where you maintain your account.

ICICI Bank customers can lodge a complain by logging on to www.icicibank.com or by calling the customer care numbers for their respective cities or by submitting the duly completed form at any of our branches. The format for lodging complaints is as below and the forms are available at all branches.

To: The Branch Manager

_____ [Name of the Bank]*
_____ [Name of the Branch]*
_____ [Name of the City]

1.	Customer Information: Name of 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.] Amount disputed : [Rs.] Date of Transaction : [/ /] mm/dd/yy Transaction No.** & Time : [&] b) Card Capture by ATM : [] c) Other Complaints

Date: / /	Signature of the Card Holder
Contact Tel / Mobile No	
For Branch Acknowledgement	
Service Request (SR) No. _____	Date / Stamp of Branch

Sincerely

ICICI Bank Ltd

- * **Name of the bank / branch where cardholder account is maintained which is linked to ATM Card**
- ** **If Transaction slip is not generated, please write remark "Transaction Slip not Printed"**