

[Your Name]
[Your Address]
[Your Phone Number]
[Your Email Address]

[Date]

[Bank Name]
[Dispute Department Address]
[City, State, Zip Code]

Subject: Formal Dispute of ATM Transaction Error

Dear Customer Service Department,

I am writing to formally dispute an error that occurred during an ATM transaction involving my account. Below are the details regarding the transaction:

- **Account Number:** [Your Account Number]
- **Date of Transaction:** [Date]
- **Time of Transaction:** [Time]
- **ATM Location/ID:** [Address or ATM ID Number]
- **Transaction Type:** [Withdrawal / Deposit]
- **Amount Requested/Attempted:** \$[Amount]
- **Amount Actually Received/Processed:** \$[Amount]
- **Disputed Amount:** \$[Amount]

Description of the Error:

[Example: While attempting a withdrawal, the machine failed to dispense the full amount of cash but deducted the total amount from my balance. / The machine jammed during a cash deposit and did not credit my account.]

I have attached a copy of the transaction receipt (if available) and any other relevant documentation. I request that you investigate this matter and credit my account for the disputed amount as soon as possible.

Please notify me in writing of the results of your investigation and the action taken. Thank you for your prompt attention to this matter.

Sincerely,

[Your Signature]

[Your Printed Name]