

DATE: [Insert Date]

TO: [Insert Name/Department, e.g., Branch Manager / ATM Operations]

FROM: Internal Audit Department

SUBJECT: Notification of ATM Cash Dispensing Discrepancy

Dear [Insert Name],

This letter is to formally notify you of a cash discrepancy identified during the recent audit/reconciliation of the following ATM unit:

- **ATM ID/Terminal Number:** [Insert ID]
- **Location:** [Insert Location]
- **Date of Discrepancy:** [Insert Date]
- **Reported Amount:** [Insert Amount and Currency]
- **Type of Discrepancy:** [Shortage / Overage]

Based on our preliminary review of the transaction logs and physical cash counts, there is a mismatch between the recorded dispensed amounts and the remaining vault balance. We require your department to perform a detailed investigation into this matter.

Please provide the following documentation to the Audit Department by [Insert Deadline Date]:

- ATM Journal Electronic Logs for the period of [Insert Dates].
- Cash loading and balancing sheets (signed by dual custodians).
- CCTV footage for the specific time frame of the discrepancy (if applicable).
- A written explanation of any mechanical failures or network interruptions reported.

Pending the results of this investigation, further action may be required to rectify the general ledger and ensure compliance with internal control procedures.

Thank you for your prompt attention to this matter.

Sincerely,

[Your Name]
Internal Auditor
[Your Department]