

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

[Date]

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

**Subject: Letter of Claim for Unreceived ATM Withdrawal Funds**

To the Bank Manager,

I am writing to formally lodge a claim regarding a failed ATM withdrawal transaction from my account. Despite the transaction being recorded as successful on my statement, the cash was not dispensed by the machine.

The details of the transaction are as follows:

- **Account Number:** [Your Account Number]
- **ATM ID/Location:** [ATM ID Number or Specific Location]
- **Date of Transaction:** [Date]
- **Time of Transaction:** [Time]
- **Transaction Amount:** [Currency and Amount]
- **Transaction Reference Number:** [Reference Number if available]

Description of the incident: [Briefly describe what happened, e.g., the machine made a counting sound but no cash came out, or an error message appeared on the screen].

I request that you investigate this matter, review the ATM journal logs and CCTV footage if necessary, and reverse the debit to my account for the amount stated above.

Please find attached a copy of the transaction receipt (if available) and my bank statement highlighting the error.

I look forward to your prompt response and the resolution of this matter within [Number of days, e.g., 7] business days.

Sincerely,

[Your Signature]

[Your Printed Name]