

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

[Date]

To,  
The Branch Manager,  
[Bank Name]  
[Branch Address]

**Subject: Complaint regarding incomplete cash dispensation at ATM**

Dear Sir/Madam,

I am writing to formally lodge a complaint regarding an incomplete cash dispensation during an ATM transaction made using my debit card.

The details of the transaction are as follows:

- **Account Number:** [Your Account Number]
- **ATM ID/Location:** [ATM Location or ID Number]
- **Date of Transaction:** [Date]
- **Time of Transaction:** [Time]
- **Requested Amount:** [Total Amount Requested]
- **Amount Received:** [Amount Actually Received]
- **Shortage Amount:** [Difference Amount]
- **Transaction Reference Number:** [From Receipt, if available]

During the transaction, the machine failed to dispense the full requested amount, even though the total amount was successfully debited from my bank account. I have attached a copy of the transaction slip (if available) and my account statement showing the debited entry.

I request you to investigate this matter, check the ATM logs/camera footage, and credit the missing amount of [Shortage Amount] back to my account at the earliest.

Please provide me with a complaint reference number for future tracking.

Yours sincerely,

[Signature]

[Your Printed Name]