

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

[Date]

[Bank Manager's Name]
[Bank Name]
[Branch Address]

Subject: Formal Request for ATM Transaction Investigation

Dear Sir/Madam,

I am writing to formally request an investigation into an erroneous ATM transaction involving my account. The details of the transaction are as follows:

- **Account Number:** [Your Account Number]
- **ATM ID/Location:** [Location or ID of the ATM used]
- **Date of Transaction:** [Date]
- **Time of Transaction:** [Time]
- **Transaction Amount:** [Amount]
- **Nature of Issue:** [e.g., Amount not dispensed but debited / Incorrect amount dispensed]

During the transaction, the ATM failed to dispense the requested cash, but the amount was deducted from my account balance. I have attached a copy of the transaction slip (if available) and my account statement highlighting the error.

Please investigate this matter and reverse the debited amount to my account at the earliest convenience. Kindly provide me with a reference number for this complaint and keep me updated on the status of the investigation.

Thank you for your prompt attention to this matter.

Sincerely,

[Signature]

[Your Printed Name]