

Date: [Insert Date]

To: [Bank Name]

Department: Customer Service / Claims Department

Branch Address: [Insert Bank Branch Address]

Subject: Official Notification of ATM Cash Dispensing Failure

Dear Sir/Madam,

I am writing to formally report a failed cash withdrawal transaction at an ATM. Although the requested amount was not dispensed by the machine, the sum has been debited from my account.

The details of the transaction are as follows:

- **Account Holder Name:** [Insert Your Full Name]
- **Account Number:** [Insert Account Number]
- **ATM Terminal ID/Location:** [Insert ATM ID or Address of Machine]
- **Date of Transaction:** [Insert Date]
- **Time of Transaction:** [Insert Approximate Time]
- **Transaction Reference Number:** [Insert Number from Receipt, if available]
- **Requested Amount:** [Insert Currency and Amount]
- **Amount Actually Dispensed:** [Insert Amount, usually 0.00]

I have attached a copy of the transaction receipt (if applicable) and a screenshot of my bank statement showing the debit entry for your reference.

I request that you investigate this matter urgently and reverse the debited amount to my account within [Number of Days, e.g., 7] business days as per banking regulations.

Please confirm receipt of this notification and provide a claim tracking number for my records. I can be reached at [Insert Phone Number] or [Insert Email Address] if you require further information.

Yours faithfully,

[Signature (if sent by mail)]

[Insert Your Printed Name]