

[Company Name]
[Company Address]
[City, State, Zip Code]
[Phone Number]
[Date]

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

Subject: Formal Grievance - ATM Cash Dispensation Error for Account [Account Number]

Dear Sir/Madam,

I am writing on behalf of [Company Name] to report a failed ATM transaction involving our commercial account. Despite the transaction being unsuccessful, the amount has been debited from our account balance.

The details of the transaction are as follows:

- **Account Name:** [Company Name]
- **Account Number:** [Your Account Number]
- **ATM ID/Location:** [ATM ID or Street Address]
- **Date of Transaction:** [Date]
- **Time of Transaction:** [Approximate Time]
- **Transaction Amount:** [Amount and Currency]
- **Amount Actually Dispensed:** [Amount Dispensed or "Zero"]
- **Transaction Reference/ID:** [Reference Number from Slip]

Description of Issue: [Example: The machine processed the request and emitted a mechanical sound, but no cash was dispensed. However, a debit notification was received immediately after.]

We request you to investigate this matter, review the ATM CCTV footage and electronic journals, and reverse the debited amount to our account at the earliest convenience. Attached is a copy of the transaction slip (if available) and the relevant bank statement showing the debit.

Please provide an acknowledgment of this complaint and a tracking number for our records.

Sincerely,

[Signature]

[Name of Authorized Signatory]

[Designation]
[Company Stamp]