

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

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

Subject: Formal Complaint Regarding Failed ATM Transaction (Off-Us Error)

Dear Sir/Madam,

I am writing to lodge a formal complaint regarding a failed cash withdrawal transaction at an ATM belonging to another bank. Despite the transaction failing, the amount has been debited from my account.

The details of the transaction are as follows:

- **Account Number:** [Your Bank Account Number]
- **Debit Card Number:** [Last 4 Digits of Your Card]
- **ATM Bank Name/ID:** [Name of the Bank where the ATM is located]
- **ATM Location:** [Full Address or Location of the ATM]
- **Date of Transaction:** [Date]
- **Time of Transaction:** [Approximate Time]
- **Transaction Amount:** [Currency and Amount]
- **Transaction Reference/ID:** [If available from SMS or Slip]

During the transaction, the ATM failed to dispense the cash, but I received a notification that the amount was deducted from my balance. I have attached a copy of the transaction slip/screenshot of the bank alert for your reference.

I request you to investigate this matter with the acquiring bank and reverse the debited amount to my account at the earliest. Please provide me with a complaint tracking number for my records.

Thank you for your prompt assistance in this matter.

Yours sincerely,

[Your Signature]
[Your Printed Name]