

To,
The Branch Manager / Grievance Redressal Officer,
[Bank Name],
[Branch Address],
[City, State, Zip Code]

Date: [Current Date]

Subject: Submission of Evidence for ATM Failed Transaction / Short Dispensation Claim

Dear Sir/Madam,

I am writing to formally submit additional evidence regarding my previous complaint (Complaint Ref No: [Reference Number]) dated [Date of Complaint] concerning a failed ATM transaction.

Transaction Details:

ATM ID/Location: [ATM Location or ID Number]
Date and Time: [Date and Time of Transaction]
Card Number: [Last 4 Digits of Debit Card]
Amount Requested: [Amount]
Amount Actually Received: [Amount Received or 0 if none]

Despite my initial claim, the transaction has not yet been reversed. I am hereby providing the following evidence to support my grievance for further investigation:

- **ATM Slip:** Attached is the original/copy of the transaction slip showing the error code [Error Code] / "Transaction Successful" status despite no cash delivery.
- **Bank Statement:** A highlighted copy of my account statement showing the debit entry for the failed transaction.
- **CCTV Request:** I formally request a review of the ATM's CCTV footage for the specified timeframe, which will confirm that the cash was not dispensed.
- **Witness Statement:** [Optional: Mention if anyone was present].

As per the regulatory guidelines, I request you to re-examine this claim and credit the disputed amount of [Amount] to my account [Account Number] immediately. Please provide a written update on the status of this investigation within [Number of Days] days.

Thank you for your prompt attention to this matter.

Sincerely,

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