

To,
The Branch Manager,
[Name of the Bank],
[Branch Name],
[City, State, Zip Code]

Date: [Insert Date]

Subject: Grievance regarding incomplete cash dispensation at ATM

Dear Sir/Madam,

I am writing to formally lodge a complaint regarding a failed ATM transaction involving my bank 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 and Time of Transaction:** [Date] at [Time]
- **Transaction Reference/ID:** [Reference Number from Receipt/SMS]
- **Amount Requested:** [Amount you tried to withdraw]
- **Amount Actually Dispensed:** [Amount you received, or "Zero"]
- **Amount Debited from Account:** [Amount shown as deducted in statement]

During the transaction, the ATM failed to dispense the full amount requested due to [technical error/cash out/machine jam]. However, my account has been debited for the full amount of [Amount]. I have attached a copy of the transaction slip (if available) and my mini-statement for your reference.

I request you to investigate this matter and credit the disputed amount of [Disputed Amount] back to my account as soon as possible. Please provide me with a complaint tracking number for future follow-up.

Thank you for your prompt assistance.

Sincerely,

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