

[Your Name]
[Your Address]
[City, State, Zip Code]
[Your Phone Number]
[Your Email Address]

[Date]

[Bank Name]
[Dispute Department Address]
[City, State, Zip Code]

RE: Request for Additional Information Regarding ATM Dispute Case #[Dispute Number]

Dear Dispute Department,

I am writing in reference to the ATM dispute I filed on [Date of Original Dispute] regarding a transaction at [ATM Location/Address] on [Date of Transaction] for the amount of \$[Dollar Amount].

On [Date you received the bank's decision], I received notification that my claim was [denied / partially denied]. To better understand how this determination was reached, I am formally requesting copies of all documents and evidence relied upon during your investigation, as permitted under the Electronic Fund Transfer Act (Regulation E).

Specifically, please provide the following:

- A copy of the ATM electronic journal for the time of the transaction.
- The ATM reconciliation report showing any overages or shortages for that date.
- Photographs or video surveillance footage from the ATM during the transaction period.
- Copies of any internal investigation notes or logs.

I am requesting this information to ensure the accuracy of the investigation and to determine if further action is necessary. Please send these documents to my address listed above within [Number] business days.

Thank you for your prompt attention to this matter.

Sincerely,

[Your Signature]

[Your Printed Name]
[Account Number - Last 4 Digits Only]