

[Bank Name]  
[Branch Address]  
[City, State, Zip Code]  
[Date]

[Customer Name]  
[Customer Address]  
[City, State, Zip Code]

**Subject: Notification of Network Timeout During ATM Transaction**

Dear [Customer Name],

We are writing to formally acknowledge a technical issue encountered during your ATM transaction on [Date] at [Time] at ATM ID [ATM Identifier/Location].

Our records indicate that a network timeout occurred during the processing of your request for [Withdrawal/Deposit/Transfer] in the amount of [Amount]. Due to this connectivity interruption, the transaction was not successfully completed by our host system.

We have performed a reconciliation of the ATM logs and your account statement. Please be advised of the following:

- If your account was debited despite the funds not being dispensed, a reversal has been initiated.
- The corrected balance should reflect in your account within [Number] business days.
- No additional fees will be charged for this failed attempt.

We apologize for any inconvenience this technical delay may have caused. We are committed to maintaining a reliable banking network and are investigating the cause of this timeout to prevent future occurrences.

If you have further questions or if the correction does not appear on your statement by [Date], please contact our customer service department at [Phone Number] or visit your local branch.

Sincerely,

[Bank Representative Name]  
[Title/Department]  
[Bank Name]