

Date: [Insert Date]

To: [Bank Name]

Attn: Billing Errors/Dispute Department

[Bank Address]

[City, State, Zip Code]

Re: Notice of Error and Request for Provisional Credit

Dear Customer Service Department,

I am writing to formally report an error regarding an ATM transaction involving my account. I am requesting that a provisional credit be applied to my account while you conduct your investigation, as per the Electronic Fund Transfer Act (Regulation E).

Account Information:

- Account Holder Name: [Your Full Name]
- Account Number: [Your Account Number]
- ATM Card Number: [Last 4 Digits of Card]

Transaction Details:

- Date of Transaction: [Date]
- Time of Transaction: [Time]
- ATM Location/ID: [Location Name or Address]
- Amount Attempted: \$[Amount]
- Amount Received: \$[Amount]
- Disputed Amount: \$[Difference Amount]

Description of Error:

[Describe what happened, e.g., the machine failed to dispense the full amount of cash requested, but the full amount was deducted from my balance.]

Please investigate this matter and provide a provisional credit to my account within ten (10) business days. I have attached a copy of the ATM receipt (if available) for your reference.

Thank you for your prompt attention to this matter. Please notify me in writing once the credit has been issued or if you require further information.

Sincerely,

[Your Signature]

[Your Printed Name]

[Your Phone Number]