

[Date]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

Subject: Notification Regarding Retained Card at ATM

Dear [Customer Name],

We are writing to formally acknowledge an incident regarding your payment card, which was retained by an Automated Teller Machine (ATM) located at [ATM Location/Branch Name] on [Date of Incident] at approximately [Time].

For your security, our systems are programmed to retain cards under certain circumstances, such as multiple incorrect PIN entries, an expired card status, or technical malfunctions. Please be assured that your card has been secured by the bank.

Next Steps:

- **Identity Verification:** To retrieve your card, please visit our [Branch Name] branch located at [Branch Address] during business hours. You will need to present a valid government-issued photo ID.
- **Card Replacement:** If you are unable to visit this location, or if the card was retained due to damage, please contact us at [Phone Number] to request a replacement card. A new card will be mailed to your registered address within [Number] business days.
- **Security Check:** We recommend reviewing your recent transaction history via online banking. If you notice any unauthorized activity, please report it to our fraud department immediately at [Fraud Dept Phone Number].

If you have already contacted us or received a replacement card, please disregard this notice.

We apologize for any inconvenience this may have caused. Thank you for your continued trust in our services.

Sincerely,

[Bank Representative Name]

[Title/Department]

[Bank Name]