



# Samata Co-operative Development Bank Ltd.

সমতা কো-অপারেটিভ ডেভেলপমেন্ট ব্যাঙ্ক লিমিটেড

Karunamoyee Community Centre - cum- Commercial Complex, (1st Floor), Block-ED, Salt Lake City,  
Kolkata - 700 091 Tel.: 033-25383882/3883 e-mail : samatacoop.bank@gmail.co/  
info@samatabank.org / website : www.samatabank.org

## ATM COMPLAINT FORM - FOR ACCOUNT DEBITED CASH NOT DISPENSED

To  
The Branch Manager

\_\_\_\_\_ Branch

### 1. Customer Information :

Name of the Customer :

Account No. :

Debit Card / ATM Card No. :

### 2. ATM Information :

ATM ID/ Location, if ID is not available :

Name of the ATM Bank :

### 3. Nature of the Complaints :

a) Complaint relating to Cash Withdrawal : [ Rs. ]  
Amount requested for Withdrawal : [ Rs. ]  
Amount actually disbursed at ATM : [Rs. ]  
Amount debited to the account : [Rs. ]  
Date of transaction : [ ] (DD/MM/YY)  
Time of transaction : [ ]

Date :

Signature of the Card Holder

Contact Tel / Mobile No. :

### IMPORTANT NOTE FOR LODGING COMPLAINTS

1. Samata Co-operative Development Bank cardholders can lodge the complaint at the parent branch only.
2. Other Bank cardholders have to lodge the complaint with the Card issuing Bank only.