

**To:**  
**The Branch Manager**

\_\_\_\_\_ [Name of the Bank]  
\_\_\_\_\_ [Name of the Branch]\*  
\_\_\_\_\_ [Name of the City]

**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 complaints:**

**a) Complaint relating to cash withdrawal:**

Amount requested for withdrawal : [Rs.            ] ]  
Amount actually disbursed at ATM : [Rs.            ] ]  
Amount to the account debited : [Rs.            ] ]  
Date of transaction : [    /    /    ] (mm/dd/yy)  
Time of transaction : [            ] ]

**b) Card Capture by ATM : [            ] ]**

**c) Other Complaints:**

\*(Name of the bank where cardholder account is maintained which is linked to ATM card)

1. Citibank account holders can register their complaint by calling CitiPhone at the number given on the reverse of this form or deposit the complaint format the nearest branch of Citibank.
2. Other Bank customers may kindly deposit this form at the Bank branch where the cardholder account is maintained.

**Signature of the Card Holder**

**Contact Tel/Mobile No.**

Date:    /    /    .

Citi never sleeps



**Call 24 - hour CitiPhone :** Mumbai(022) - 28344653, Chennai(044) - 28584653, Delhi (Gurgaon - 0124) - 2564653, Kolkatta (033) - 22884653, Bangalore(080) - 22294653, Hyderabad(040) - 66664653, Pune(020) - 66014653, Ahmedabad(079) - 26404653, Baroda(0265) - 2324653, Ludhiana(0161) - 5014653, Jaipur(0141) - 5114653, Coimbatore - 09894014653, Chandigarh(0172) - 5084653, Cochin(0484) - 9895014653, Noida(0120) - 2554653, Surat(0261) - 6534653, Aurangabad(0240) - 6634653, Lucknow(0522) - 2231044, Nasik - 1800-180-2484, Indore - 1800-180-2484, Pondy -09894014653, Vapi(0265) - 2324653, Jalandhar(0181) - 5004653, Bhopal(0755) - 1800-180-2484, Akola - 1800-180-2484, Nanded - 1800-180-2484, Nagpur - 1800-180-2484, Vishakapatnam - 1800-180-2484, Madurai - 098940 14653, Trichy - 09894014653, Trivandrum - 098950 14653, Faridabad - 0124-256-4653, Kanpur - 1800-180-2484, Jamshedpur - 1800-180-2484, Bhubaneswar - 1800-180-2484, Dehradun - 1860-425-7000.