



PUBALI BANK LIMITED CARD DIVISION

HEAD OFFICE, 26 DILKUSHA C/A, DHAKA.

The Division Head
Card Division
Head Office, Dhaka

CLAIM AGAINST ATM CASH WITHDRAWL

Dear Sir,

Our customer performed ATM Cash withdrawl transaction but requisite cash was not recieved due to ATM Cash Retract or some technical reason. It is therefore requested to check your records and arrange to refund the customer for under mentioned transaction(s).

Card Number	Br. Code & Customer A/C	Amount	Date & Time	Acquirer Bank & Location

Specify nature of complaint:

No Cash Received: **Partial Cash Recieved:**

Remarks/Details (If any): _____

Customer Contact Number _____ **Email Id:** _____

Customer Signature & Date

Branch Authorized Signature & Date

FOR CARD DIVISION USE:

Claim Honored; Refund the customer

Own ATM

NPSB ATM

Claim Declined; ATM Log attached

MasterCard ATM

VISA ATM

Processed by

Authorized by

Date