

**Dear SBH Card holder**

If you face any difficulty in your transactions at **State Bank ATMs**, and Merchant POS terminals such as:

1. Account debited but Cash not dispensed.
2. Account debited TWICE for the same transaction.
3. Account debited but POS Transaction failed.

Please contact the branch where your account is maintained to obtain the TICKET number wherein the **complaint** will be registered by OUR BRANCH officials.

**Please contact the Undersigned for further clarification**

**Name of Branch Manager :**  
**Contact Number :**

**Some Important Security Tips**

- Always keep your **ATM-cum-Debit Card** in safe and secure place.
- Maintain secrecy of your **PIN**. Please change your **PIN** while using your Card the first time.
- Memorize your **PIN**. Don't write it down on your card or anywhere or share it with anyone.
- Do not key in your **PIN** in presence of any on-looker. (Ensure no one sees your PIN when you enter it.
- Please retain your **ATM transaction slip** for reference.
- Do not seek any assistance from **strangers**.
- Press **ESC. Key** before leaving the **ATM**.
- Please read the **user manual** received with your card for detailed information.

Branch Manager/Chief Manager/ Asst. General Manager

To,

The Branch Manager

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

[name of the Bank ]  
[name of the branch] {(\*)  
[name of the city ]

1.	<u>Customer Information:</u>  Name of the Customer : Account Number : Debit Card/ATM Card no. :										
2.	<u>ATM Information :</u>  ATM ID : Location (if ATM ID is not available) : Name of the ATM Bank :										
3.	<u>Nature of Complaints</u>  (a) Complaint relating to cash withdrawal <table border="1"><tr><td>Amount requested for withdrawal</td><td>Rs.</td></tr><tr><td>Amount actually disbursed at ATM</td><td>Rs.</td></tr><tr><td>Amount debited to the Account</td><td>Rs.</td></tr><tr><td>Date of transaction</td><td>/ / (mm/dd/yy)</td></tr><tr><td>Time of transaction</td><td></td></tr></table>  (b) Card Capture by ATM :  (c) Other Complaints :	Amount requested for withdrawal	Rs.	Amount actually disbursed at ATM	Rs.	Amount debited to the Account	Rs.	Date of transaction	/ / (mm/dd/yy)	Time of transaction	
Amount requested for withdrawal	Rs.										
Amount actually disbursed at ATM	Rs.										
Amount debited to the Account	Rs.										
Date of transaction	/ / (mm/dd/yy)										
Time of transaction											
Date: / /											
Signature of the Cardholder											
Contact Tel/Mobile no.											