

To,

**The Bank Manager
State Bank Of India
Sonamukhi , Bankura
Pin-722207**

Subject: Discrepancy in ATM Transaction - Request for Refund

Respected Sir/Madam,

I hope this letter finds you well. I am writing to bring to your attention an issue I encountered during an ATM transaction at UCO Bank ATM Counter on 01/0/2023 at approximately 6:15PM.

During the transaction, the ATM unexpectedly shut down after I entered my PIN and selected the amount to be withdrawn. Unfortunately, the cash did not dispense, and I did not receive the requested amount. However, to my dismay, I noticed that the debited amount appeared in my account statement.

I immediately contacted the customer service helpline, and they assured me that the amount would be automatically reversed within 48 hours. However, as of today's 04/08/2023, the funds have not been credited back to my account.

I kindly request your assistance in resolving this matter promptly. Please find below the transaction details for your reference:

Transaction Date: 01/08/2023

Transaction Time: Approximately 6:15 PM

Amount Debited: 9000/-

Account Number: xxxxxxxxxxxx

ATM Location: xxxxxxxxxxxx

I have attached a copy of my account statement showing the debited transaction for your review.

Your immediate attention to this matter will be highly appreciated. If there is any additional information required, please do not hesitate to contact me at 9100000000.

Thank you for your understanding and cooperation in resolving this matter promptly. I look forward to hearing from you soon.

Yours sincerely,