

Using an ATM for financial transactions

Overview

An Automated Teller Machine (ATM) is an electronic device which you can use to perform secure financial transactions, such as cash withdrawals, deposits, funds transfers, and account information inquiries. You can transact at any time using the debit or credit card provided by your bank, without visiting the bank's branch or waiting in long queues.

To facilitate interaction, ATM devices have a slot for inserting your card, a keypad for entering information, and a screen to display messages. Modern ATM devices support touch sensitive screens and a speaker that reads out information.

Prerequisites

Before using an ATM for financial transactions, ensure the following:

- You have an active debit or credit card provided by your bank.
- You have the authentication credentials for verifying your identity. Examples of such credentials include a 4-digit number and a one time password (OTP) sent to your cell phone number.
- The ATM device has an active network connection. Devices that are not working usually displays a message on the screen.
- There are no dubious elements attached to the device, such as a fake key pad or a fake slot for inserting your card.
- There are no suspicious people around the device, and it is safe to enter confidential information or withdraw cash without the risk of theft.

Using an ATM

You can use an ATM for different types of financial transactions. This section lists the steps for withdrawing cash using an ATM, which is the most common transaction. Most of the steps are also applicable for other types of transactions.

Procedure

1. Stand in front of the device in such a manner that the details of your interaction with the ATM is not visible to people standing behind you in the queue.

2. Insert your debit or credit card in the slot provided on the right or at the bottom of the screen.
3. (Optional) Select the language for further communication with the device.
4. Select the type of transaction you want to perform. For example, select "Withdraw cash" to withdraw money from your bank account.
5. Enter your authentication credentials and wait for successful identity verification.
Note: Some devices may prompt you to verify authenticity as an earlier or later step in the interactive process.
6. Enter the amount you want to withdraw. You might hear a whirling sound; wait for the cash to come out.
Note: Some ATM devices and banks impose a restriction on the amount that you can withdraw in a single attempt or over a span of 24 hours. In such a situation, repeat the withdrawal process multiple times or adjust the withdrawal amount according to your bank's restrictions.
7. Collect the cash from the slot below the screen or the keypad.
8. Take a note of any transaction number displayed on the screen. You might also get an automated message from your bank, confirming the details and status of the transaction. Alternatively, collect a receipt which has similar printed information.
9. End the interactive process by following the instructions on the screen, and wait for the screen to return to a state where the ATM is ready for another transaction.
10. Count the cash to verify that the dispensed amount matches with the withdrawn amount.
Tip: In case of any discrepancy, reach out to your bank representative immediately.
11. Collect your personal items and exit the queue.