Complaint to a bank

Sender

Full name

Full address

Telephone

E-mail address

Account number

Branch or adviser

Recipient

Name of recipient or department

Recipient's address

Place

Date

Subject: complaint about a transaction on my account

Dear Sir or Madam,

I am writing to dispute the transaction described below, which I do not consider justified, and to ask you to look into my complaint and answer it in writing.

The disputed transaction

Date of the transaction

Amount

Currency

Description as shown on the statement

Nature of the problem

- ☐ Unauthorised transaction
- ☐ A fee or charge I dispute
- ☐ Wrong amount or wrong recipient
- ☐ Transaction charged twice

What happened, in a few factual lines

What I am asking for

- ☐ Refund or re-credit of the disputed amount
- ☐ Cancellation of fees or interest linked to this transaction
- ☐ A written explanation and the details of the transaction
- ☐ Blocking or replacement of my card and access credentials

Reply wanted before

Please acknowledge receipt of this complaint and tell me which department is handling it. If the answer did not satisfy me, I would reserve the right to refer the matter to the ombudsman or the competent body in my country.

Yours faithfully,

Enclosures

Signature

Name in full

How it is sent

- ☐ Registered letter with proof of delivery (or equivalent)
- ☐ Delivered by hand against a signed receipt
- ☐ Other method