

To,

Mr. Kevin Stewart,

Manager,

ABC Bank,

133, Joans Street,

New York, SA 14434

Date: 22nd October, 2014

Subject: Complaint letter regarding debit card of A/c No: 0003476555

Dear M. Stewart,

It is with regret I am writing this to you to notify you about my unpleasant banking experience in your branch. I have an account with your bank for the past three months and my account number is 0003476555.

When I joined the account your executive informed me that I will receive my Debit card within 15 days of opening the account. But till date I have not received my Debit card. As you know it is very difficult for me to come to the bank physically to withdraw money each time.

I have followed up with your staff and customer care department several times and nothing is materialized till now. I am writing to you with deep regret as a last resort and this is not expected from a renowned bank like yours.

I request you to kindly look into this matter and do the needful so that I can get my Debit card.

Thanks for your time and I will appreciate an immediate action on this matter.

Sincerely