

32 Crown Lane  
Smithfield  
York  
N2 2AR

The Senior Manager  
Service Quality Team  
NRC Bank plc  
Harrington Business Centre  
Bounds Lane  
Sheffield LS12

25 June 2011

Dear Sir or Madam

**Re: Account no. 02795010 Name on account: Mr F Jackson**

I am writing to complain about a penalty charge of £25 put on my sole current account.

On 10 June 2011, I withdrew £150 from my sole current account to pay my credit card bill. At that time, the balance on my current account was £181.62. I received a bank statement dated 20 June which showed that I had been charged £25 for the transaction. I do not understand this as I was not overdrawn on my account at that time.

I believe this charge of £25 is wrong and I would like this money to be reimbursed immediately. I look forward to hearing from you. Please respond to my complaint within ten days.

Yours faithfully

*Francis Jackson*

Francis Jackson (Mr)