

Sample letter of complaint: Bank account

[Your address]

[Date]

[Name and address of the person you are writing to]

Dear [Name]

COMPLAINT

Account Number: 1234567890

I am writing to complain about the charges on my savings account for the month of April.

I enclose a copy of my monthly statement which shows that I was charged twice for getting cash out of an ATM on George Street, Sydney, on the 15th April. I have highlighted the relevant section. The reference for the transaction on my statement is ABCDE12345.

I am sure that this must be an error and I would like you to credit my account for [the amount of the charge].

I look forward to your response.

Yours sincerely

Jenny Smith