

Request for Clarification on Bank Service Response

Your Name
Your Address
City, State, Zip Code
Email Address
Phone Number
Date

Customer Service Department
Bank Name
Bank Address
City, State, Zip Code

Dear Customer Service Team,

I hope this message finds you well. I am writing to request clarification regarding a recent response I received concerning my inquiry about [specific bank service or issue].

On [date of response], I received your message stating [briefly mention the response you received]. However, I have some questions that I believe need further explanation. Specifically, I would like to understand [mention your specific questions or points of confusion].

Thank you for your attention to this matter. I look forward to your prompt response.

Sincerely,
Your Name