

Grievance Letter Regarding Misleading Bank Fees and Policies

Your Name

Your Address

City, State, ZIP Code

Email Address

Phone Number

Date: [Insert Date]

Customer Service Department

[Bank Name]

[Bank Address]

City, State, ZIP Code

Dear Customer Service Team,

I am writing to formally express my grievance regarding the misleading fees and policies associated with my account ([Your Account Number]) at [Bank Name]. On [insert date], I noticed several charges that were not clearly outlined during the account setup process, and I believe these fees are unreasonable and deceptive.

Specifically, I would like to address the following issues:

- Inadequate disclosure of account maintenance fees that were not made clear at the time of account opening.
- Unexpected charges that appeared on my statement regarding ATM withdrawals, which I believed were part of my account benefits.
- Confusing terms related to overdraft protection that were not adequately explained.

I request a comprehensive review of my account fees and a clear explanation of the bank's policies. Additionally, I ask for a prompt refund of the misleading fees that have been charged to my account.

If a resolution is not reached, I may have to escalate this issue to regulatory bodies. I hope it does not come to that, as I would prefer to resolve this matter directly with your organization.

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

Sincerely,

[Your Name]