

Letter of Dissatisfaction with Mortgage Service Quality

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Date]

[Lender's Name]

[Lender's Address]

[City, State, Zip Code]

Subject: Dissatisfaction with Mortgage Service Quality

Dear [Lender's Name],

I am writing to formally express my dissatisfaction with the quality of service I have received regarding my mortgage account [Account Number] with your institution. Despite my expectation for professional assistance, my experience has fallen significantly short.

Specifically, I would like to highlight the following issues:

- Delayed responses to my inquiries.
- Lack of clear information regarding my mortgage terms.
- Frequent errors in my account statements.

These issues have caused me considerable frustration and have affected my ability to manage my mortgage effectively. I would appreciate it if you could address these concerns promptly and provide me with a detailed explanation of the steps you will take to improve your service quality.

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

Sincerely,

[Your Name]