

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

Mortgage Service Company Name
Company Address
City, State, Zip Code

Dear [Recipient's Name],

I am writing to formally express my dissatisfaction with the service I have received concerning my mortgage account (Account Number: [Your Account Number]). I have experienced several issues that I believe require immediate attention.

Firstly, [describe the first issue, e.g., delayed responses to inquiries]. This has caused me significant inconvenience and frustration.

Secondly, [describe the second issue, e.g., incorrect information regarding payment options]. This lack of accurate communication has led to confusion on my end.

I have made multiple attempts to resolve these matters through your customer service department, yet I have not received a satisfactory resolution. I kindly request your immediate intervention to address these issues.

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

Sincerely,
[Your Name]