

Grievance Letter for Unresolved Credit Card Fraud Issue

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, Zip Code]

[Your Email]

[Your Phone Number]

[Bank Name]

[Bank Address]

[City, State, Zip Code]

Dear [Customer Service Manager's Name],

I am writing to formally express my grievance regarding an unresolved issue of credit card fraud on my account with [Bank Name]. Despite my previous communications regarding this matter, I have yet to receive a satisfactory resolution.

On [date of transaction], I noticed unauthorized transactions totaling [amount] on my credit card statement. I immediately reported this issue to your customer service department on [date you reported the issue], and was assured that an investigation would be initiated.

However, as of today, [insert current date], I have not received any updates on the progress of the investigation nor have the fraudulent charges been addressed or removed from my account. This delay has caused me significant inconvenience and concern.

I kindly request that you provide me with a prompt update regarding my case, including any findings from your investigation. Furthermore, I urge you to take immediate action to resolve this matter and ensure that my account is restored to its rightful state.

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

Sincerely,

[Your Name]