

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 Manager,

I am writing to formally express my dissatisfaction with the service I received from one of your employees on [specific date] at [branch/location].

During my visit, I encountered [describe the issue: e.g., unhelpfulness, rudeness, lack of knowledge, etc.]. Despite my attempt to explain my situation, the employee [further details about the interaction]. This experience was disappointing and not what I expect from a reputable institution like [Bank Name].

I believe it is important for bank employees to provide excellent customer service. I hope that you will address this issue to ensure future clients do not encounter similar experiences.

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

Sincerely,

Your Name