

EFT Authentication Issue Inquiry

Date: [Insert Date]

To: [Financial Institution Name]

Address: [Institution Address]

Subject: Inquiry Regarding Electronic Funds Transfer Authentication Issue

Dear [Customer Service Team/Specific Contact Name],

I am writing to bring to your attention an issue I encountered regarding the authentication process for electronic funds transfers associated with my account ([Account Number]).

On [Insert Date of Incident], I attempted to execute a transfer, but I experienced difficulties with the authentication requirements. I followed the standard procedures but was met with unexpected errors, preventing the transaction from going through.

To aid in resolving this matter, I provide the following details:

- Transaction Date: [Insert Date]
- Transaction Amount: [Insert Amount]
- Error Message Received: [Insert Error Message]

I would appreciate it if you could investigate this issue at your earliest convenience and provide guidance on how to resolve the authentication problem. If any further information is required from my end, please do not hesitate to ask.

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

Sincerely,

[Your Name]

[Your Address]

[Your Phone Number]

[Your Email Address]