

[Bank Name]
[Branch Address]
[City, State, Zip Code]
[Date]

[Customer Name]
[Customer Address]
[City, State, Zip Code]

Subject: Clarification of Bank Policy Regarding Recent Inquiry

Dear [Customer Name],

Thank you for contacting us on [Date] regarding the service you received at our [Branch Name] location. We understand there was a disagreement concerning [briefly mention the issue, e.g., check cashing procedures/account withdrawal limits].

The purpose of this letter is to formally clarify our bank policy regarding [specific policy name]. According to our guidelines:

- [Policy Detail 1]
- [Policy Detail 2]
- [Policy Detail 3]

These policies are in place to ensure the security of your accounts and to comply with federal banking regulations. We apologize if this was not explained clearly during your visit. Our goal is to provide consistent service across all branches, and we have shared your feedback with the branch management team to improve our communication.

If you have further questions regarding this policy or how it affects your account, please contact our Customer Relations department at [Phone Number] or visit our website at [Website URL].

We appreciate your business and the opportunity to resolve this matter.

Sincerely,

[Name]
[Title]
[Bank Name]