

**To:** [Bank Name] - Wire Transfer/Investigation Department

**From:** [Your Full Name]

**Date:** [Current Date]

**Subject:** ESCALATION: Missing Wire Transfer - Reference #[Reference Number]

Dear Customer Service Manager,

I am writing to formally escalate a complaint regarding a missing wire transfer that has not been credited to my account. Despite previous inquiries on [Dates of previous contact], the funds remain unaccounted for.

**Transfer Details:**

- **Sender Name:** [Name of Person/Entity who sent the money]
- **Sending Institution:** [Name of Sending Bank]
- **Recipient Account Number:** [Your Account Number]
- **Date Sent:** [Date Transfer was Initiated]
- **Amount:** [Currency and Amount]
- **IMAD/OMAD or Reference Number:** [Unique Tracking Number]

It has been [Number] business days since the transfer was initiated. I have confirmed with the sending institution that the funds were successfully debited and transmitted. I have attached the "Wire Transfer Confirmation/Receipt" provided by the sender for your review.

Please conduct an immediate trace on this transaction and provide a written explanation for the delay. I expect a status update within [Number, e.g., 24-48] hours.

Sincerely,

[Your Signature]

[Your Full Printed Name]

[Your Phone Number]

[Your Email Address]