

[Your Name]
[Your Address]
[Your Phone Number]
[Your Email Address]

[Date]

[Name of Recipient/Head of Fraud Department]
[Bank/Financial Institution Name]
[Department Name - e.g., Executive Complaints or Fraud Operations]
[Bank Address]

RE: FORMAL ESCALATION - UNRESOLVED WIRE FRAUD CASE

Case Number: [Reference Number]

Account Number: [Your Account Number]

Dear [Name of Contact or Fraud Department Manager],

I am writing to formally escalate my dissatisfaction regarding the handling of my wire fraud claim, which was initially reported on [Date of Original Report]. Despite my previous correspondence and cooperation with your department, the matter remains unresolved, and the status of my recovered funds is unclear.

Details of the Fraudulent Transaction:

- **Date of Transaction:** [Date]
- **Amount:** [Amount]
- **Recipient Bank:** [Receiving Institution Name]
- **Transaction Reference/ID:** [Transaction Number]

I have already taken the following steps: [List actions, e.g., filed a police report, contacted the FBI/IC3, provided logs of communication].

To date, the resolution provided has been insufficient because [state reason, e.g., lack of communication, denial of claim without explanation, failure to initiate a recall].

I am requesting an immediate review of this case by senior management. Specifically, I require:

1. A detailed status update on the recovery of the funds.
2. A written explanation of the bank's decision-making process regarding this claim.
3. Confirmation that a "Hold Harmless" or "Letter of Indemnity" has been sent to the receiving bank (if applicable).

If I do not receive a satisfactory response or a concrete timeline for resolution within [Number, e.g., 5] business days, I will be forced to escalate this complaint to the Consumer Financial Protection Bureau (CFPB) and [mention any relevant state banking regulator].

Thank you for your prompt attention to this urgent matter.

Sincerely,

[Your Signature]

[Your Printed Name]