

**To:** [Name of Department Head/Manager or Compliance Department]

**From:** [Your Full Name]

**Account Number:** [Your Account Number]

**Date:** [Current Date]

**Subject: FORMAL ESCALATION: Pending Account Closure Request for Account [Account Number]**

Dear [Name of Contact Person or Department Name],

I am writing to formally escalate an unresolved request to close my account. Despite my previous attempts to finalize this matter, my account remains active.

I first submitted my request for closure on [Original Date of Request] via [Method: Email/Phone/Portal]. I have since followed up on [Date of Follow-up] and was assigned reference number [Reference Number, if applicable].

As of today, it has been [Number] days since my initial request, which exceeds your standard processing timeframe. I have met all necessary requirements for closure, including [mentioning zero balance or returned equipment, if applicable].

Please consider this letter a formal demand to:

- Close the aforementioned account immediately.
- Cease all future billing and automated charges.
- Provide written confirmation that the account has been closed and has a zero balance.

I expect a resolution to this matter within [Number] business days. If I do not receive confirmation, I will be forced to escalate this complaint to [Name of Regulatory Body or Consumer Protection Agency].

Thank you for your prompt attention to this matter.

Sincerely,

[Your Signature]

[Your Printed Name]

[Your Phone Number]

[Your Email Address]