

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

[Date]

[Bank Manager Name or Department]  
[Bank Name]  
[Branch Address]

**Subject: Formal Complaint Regarding Incomplete Account Closure - Account Number:  
[Your Account Number]**

Dear [Manager Name/Customer Service Department],

I am writing to lodge a formal complaint regarding the failure to close my bank account, number [Account Number], as previously requested.

On [Date of Original Request], I submitted a formal request to close this account through [Method of Request, e.g., in-person/online/by mail]. At that time, I was informed that the closure process would be completed by [Date].

However, I have discovered that the account remains active because [Reason for Complaint, e.g., I am still receiving statements / fees are still being charged / the online portal shows the account as open]. This delay has caused [Mention any inconvenience, such as unwanted fees or impact on credit].

I request that the bank takes the following actions immediately:

- Complete the permanent closure of account [Account Number].
- Refund any maintenance fees or interest charges applied after the initial closure request date.
- Provide written confirmation that the account is officially closed and has a zero balance.

I have attached [List any supporting documents, e.g., the original closure receipt] for your reference. I look forward to receiving a resolution within [Number] business days.

Yours sincerely,

[Your Signature]

[Your Printed Name]