

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

[Date]

To,
The Branch Manager,
[Bank Name]
[Branch Address]

Subject: Formal Grievance Regarding Delayed Closure of Savings Account No. [Your Account Number]

Dear Sir/Madam,

I am writing to formally lodge a complaint regarding the delay in closing my savings account, held at your [Branch Name] branch under account number [Your Account Number].

I submitted a formal request for the closure of this account on [Date of Original Request]. At that time, I was informed that the process would be completed within [Number] working days. However, despite the lapse of [Number] days/weeks, the account remains active in your records.

I have already fulfilled all necessary formalities, including:

- Surrendering the debit card and unused cheque leaves.
- Maintaining the required balance for any applicable closing charges.
- Providing valid identification documents.

The delay in closing this account is causing me unnecessary inconvenience [Optional: and is resulting in unwarranted SMS/maintenance charges].

I request you to look into this matter urgently and ensure that the account is closed immediately. Please provide a written confirmation of the closure and transfer the remaining balance of [Amount, if any] to my alternative account as per the details provided in my initial application.

I look forward to a prompt resolution of this matter. If I do not receive a response within [Number] days, I will be forced to escalate this matter to the Banking Ombudsman.

Yours sincerely,

[Your Signature]

[Your Printed Name]