

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

[Date]

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

Subject: Formal Grievance Regarding Delayed Account Closure - Account No: [Your Account Number]

Dear Sir/Madam,

I am writing to express my formal dissatisfaction regarding the significant delay in closing my [Type of Account, e.g., Savings/Current] account, referenced above.

I submitted my formal request for account closure on [Date of Original Request] at your branch. I was informed that the process would be completed within [Number] working days. However, despite following all procedures and clearing all outstanding dues, the account remains active.

To date, I have made the following attempts to resolve this:

- [List follow-up dates, phone calls, or visits]

This delay is causing me unnecessary inconvenience [Optional: and is resulting in unwarranted service charges].

I request you to look into this matter urgently and ensure that my account is closed immediately. I also request a formal closure certificate or written confirmation once the process is complete.

If I do not receive a resolution within [Number, e.g., 5] business days, I will be forced to escalate this matter to the Banking Ombudsman or the relevant regulatory authority.

Thank you for your prompt attention to this matter.

Yours sincerely,

[Your Signature]

[Your Printed Name]