

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

[Name of Loan Officer/Department]
[Name of Financial Institution]
[Institution Address]

RE: Formal Grievance - Amortization Miscalculation due to System Error

Loan Account Number: [Your Account Number]

Dear [Name of Contact Person or Department],

I am writing to formally lodge a grievance regarding an error in the amortization schedule and monthly payment calculation for the above-referenced loan account.

Upon reviewing my recent statements dated [Date], I discovered that my [Monthly Payment Amount/Interest Calculation/Principal Balance] does not align with the terms of my signed Promissory Note dated [Original Loan Date]. Specifically, the discrepancy involves:

- [Briefly describe error, e.g., Incorrect interest rate applied]
- [Briefly describe error, e.g., Failure to reduce principal after extra payments]
- [Briefly describe error, e.g., Incorrect remaining term length]

I have previously contacted your customer service department on [Date] and spoke with [Representative Name, if known]. I was informed that this discrepancy was the result of a "system error" or "technical glitch." While I appreciate the acknowledgment of the error, the issue remains unresolved on my account, and I continue to be billed incorrectly.

I request that [Name of Financial Institution] performs the following actions immediately:

1. Conduct a full audit of my loan account from [Date error started] to the present.
2. Recalculate the amortization schedule to reflect the correct terms of my agreement.
3. Apply any necessary credits to my account for overpaid interest or incorrectly applied fees.
4. Provide a corrected, written amortization schedule for my records.

Please ensure that any negative reporting to credit bureaus resulting from this system error is retracted and corrected immediately.

I look forward to receiving a written response acknowledging this grievance and a timeline for the resolution within [Number, e.g., 10] business days. Attached are copies of [List documents, e.g., original loan agreement and recent statement] for your reference.

Sincerely,

[Your Signature]

[Your Printed Name]