

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

[Date]

[Manager's Name or Customer Relations Department]  
[Bank Name]  
[Branch Address]

**Subject: Formal Grievance - Misleading Financial Information Provided by Branch Employee**

Dear [Manager Name/Customer Relations Team],

I am writing to formally lodge a grievance regarding misleading financial information provided to me at your [Branch Name] location on [Date].

During my meeting with [Employee Name, if known], I was advised to [describe the product or action taken, e.g., open a specific investment account or purchase a policy]. Based on the information provided, I understood that [describe the misleading information, e.g., there were no fees / the returns were guaranteed].

However, I have since discovered that [describe the actual situation or discrepancy]. Had I been provided with accurate and transparent information at the time of the consultation, I would not have proceeded with this decision.

As a result of this misinformation, I have experienced the following: [list any financial losses, unexpected fees, or specific inconveniences].

To resolve this matter, I request the following actions:

- A thorough investigation into the advice provided by the employee.
- [Request specific resolution, e.g., a full refund of fees / cancellation of the product without penalty / compensation for losses].
- A written explanation of how this discrepancy occurred.

I have attached copies of [list any supporting documents, e.g., brochures, signed forms, or correspondence] for your reference.

I look forward to receiving your response and a proposal for resolution within [number of days, e.g., 10] business days. If this matter is not resolved to my satisfaction, I intend to escalate this complaint to the [Name of Financial Ombudsman or Regulatory Body].

Yours sincerely,

[Your Signature]

[Your Printed Name]

[Account Number, if applicable]