

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

[Date]

[Bank Name]
[Department Name, e.g., Complaints/Customer Service]
[Bank Address]

Subject: Formal Grievance - Failed Domestic Wire Transfer (Reference No: [Transaction ID])

Dear Customer Service Manager,

I am writing to file a formal grievance regarding a failed domestic wire transfer initiated from my account on [Date of Transaction].

Transaction Details:

- Account Number: [Your Account Number]
- Transaction Reference Number: [Reference Number]
- Transfer Amount: [Amount]
- Recipient Name: [Recipient Name]
- Recipient Bank: [Recipient Bank Name]

Despite the funds being debited from my account, the transfer failed to reach the intended recipient. Furthermore, the funds have not been credited back to my account as of today. I have already contacted your customer support on [Date] and spoke with [Representative Name, if known], but the issue remains unresolved.

This delay has caused significant [financial/personal] inconvenience. I request that you investigate this matter immediately to ensure that:

1. The funds are returned to my account in full.
2. Any wire transfer fees associated with this failed transaction are refunded.
3. A written explanation for the processing failure is provided.

I look forward to your response within [Number of days, e.g., 5] business days. Please find the attached receipt of the transaction for your reference.

Yours sincerely,

[Your Signature]

[Your Printed Name]