

[Your Name]
[Your Address]
[Your City, State, Zip Code]
[Your Phone Number]
[Your Email Address]

[Date]

[Bank Name]
[Department Name, e.g., Customer Relations]
[Bank Address]
[City, State, Zip Code]

Subject: Formal Complaint Regarding Unresolved Mobile Check Deposit Error

Dear Customer Service Manager,

I am writing to formally lodge a complaint regarding a persistent issue with a mobile check deposit into my account, number [Account Number]. Despite my previous attempts to resolve this through your mobile app and phone support, the matter remains unresolved.

The details of the transaction are as follows:

- Date of Attempted Deposit: [Date]
- Amount of Check: \$[Amount]
- Check Number: [Check Number]
- Error Message/Issue: [Describe error, e.g., "Pending" status for 10 days, rejected without reason, etc.]

Since the initial error, I have contacted your support team on [Dates of previous calls/chats]. I was told that [mention what you were previously told], yet the funds have not been credited to my account, and I have not received a clear explanation for the delay.

The lack of access to these funds is causing significant inconvenience. I request that you investigate this matter immediately and ensure the deposit is processed or provide a detailed written explanation as to why the deposit cannot be completed.

I have attached [a screenshot of the error message/copy of the check] for your reference. I look forward to a resolution within [Number] business days.

Sincerely,

[Your Signature]

[Your Printed Name]