

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

[Name of Head of Customer Relations/Grievance Officer]
[Bank Name]
[Bank Address]

Subject: FORMAL GRIEVANCE - ESCALATION: Persistent Mobile Banking Sync Failures

Dear [Recipient Name],

I am writing to formally escalate a recurring technical grievance regarding my mobile banking account (Account Number: [Your Account Number]). For the past [Number] weeks/months, I have experienced continuous failures in account synchronization, preventing me from viewing real-time balances and transaction history.

Despite multiple previous attempts to resolve this through standard customer support channels (Reference Numbers: [List Reference Numbers]), the issue remains unresolved. These persistent failures have caused significant inconvenience and have hindered my ability to manage my finances effectively.

Description of Issue:

[Briefly describe the specific error message or behavior, e.g., "Account balance does not update upon refresh" or "Error code 504 persists on login"].

I request that this matter be prioritized by your technical department. I expect a formal response acknowledging this grievance within [Number, e.g., 3] business days and a definitive timeline for a permanent resolution.

Should this issue remain unaddressed, I will have no choice but to escalate this matter to the [Name of Financial Ombudsman or Regulatory Body].

Thank you for your prompt attention to this serious matter.

Sincerely,

[Your Signature]

[Your Printed Name]