

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

To,
The Head of Customer Experience / Grievance Redressal Officer
[Bank Name]
[Bank Address / Department Address]

Subject: Formal Escalation Regarding Repeated Mobile Banking Application Downtime

Dear Sir/Madam,

I am writing to formally escalate a recurring issue regarding the persistent unavailability of the [Bank Name] mobile banking application. Despite multiple previous complaints (Reference Numbers: [List Ticket IDs]), the service remains highly unstable.

Over the past [Time Period, e.g., month], I have experienced downtime on the following dates: [List Dates]. During these periods, I have been unable to perform essential transactions, including [e.g., fund transfers, bill payments, checking balances].

As a customer, I rely on mobile banking for time-sensitive financial management. The frequent "System Under Maintenance" and "Connection Error" messages are unacceptable and have caused [mention specific impact, e.g., late payment fees or personal inconvenience].

I request that you provide a formal explanation for these technical failures and an estimated timeline for a permanent resolution. Furthermore, I expect a waiver of any late fees incurred due to my inability to access the app during these outages.

Please acknowledge receipt of this letter and provide an update on the steps being taken to stabilize the digital platform within [Number] business days.

Sincerely,

[Signature]

[Your Printed Name]