

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

[Bank Name]  
[Customer Service/Grievance Department Address]  
[City, State, Zip Code]

**Subject: Formal Grievance - Persistent Mobile Banking Application Timeout Issues**

Dear Customer Service Department,

I am writing to formally lodge a complaint regarding the repeated technical failures I have experienced with the [Bank Name] mobile banking application. Over the past [Number] weeks, I have encountered frequent and premature session timeouts that prevent me from completing essential banking tasks.

Specifically, the application logs me out automatically while I am in the middle of:

- [e.g., Processing a fund transfer]
- [e.g., Reviewing monthly statements]
- [e.g., Setting up a new payee]

These interruptions occur despite having a stable internet connection and using the latest version of the application on a compatible device. This issue has caused significant inconvenience and has hindered my ability to manage my finances effectively. On [Date/Time], this timeout specifically resulted in [mention any specific consequence, such as a missed payment or duplicate transaction].

I request that your technical team investigates this matter immediately to ensure the application stability is restored. Please provide an update on the steps being taken to resolve this issue and confirm if there are any known bugs currently affecting my account type.

I look forward to your prompt response and a resolution to this matter within [Number] business days.

Yours sincerely,

[Signature]  
[Your Printed Name]