

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

To,  
The Branch Manager / Grievance Redressal Officer  
[Bank Name]  
[Branch Name/Address]

**Subject: Formal Grievance Regarding Recurring Errors in Mobile Banking Application**

Dear Sir/Madam,

I am writing to formally lodge a complaint regarding the persistent technical issues I have been experiencing with the [Bank Name] mobile banking application. For the past [Number] days/weeks, I have encountered recurring errors that have hindered my ability to manage my finances.

The specific issues I am facing include:

- [Description of error, e.g., "Unable to login despite correct credentials"]
- [Description of error, e.g., "Frequent app crashes during fund transfers"]
- [Description of error, e.g., "Failure to load account balance or transaction history"]

Despite [mention any previous attempts to fix it, e.g., "reinstalling the app and clearing cache"], the problems remain unresolved. These technical failures are causing significant inconvenience and prevent me from performing essential banking tasks.

I request you to investigate this matter with your technical team and ensure that these bugs are rectified immediately. Please provide a timeline for the resolution of this issue and confirm when the application will be fully functional again.

I look forward to your prompt response and a swift resolution to this grievance.

Yours sincerely,

[Your Signature (if sending by mail)]

[Your Printed Name]