

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

[Date]

[Customer Service Manager Name or Department]
[Bank Name]
[Bank Address]

Subject: Formal Complaint Regarding Persistent Mobile Banking App Crashes

Dear [Manager Name or Customer Service Team],

I am writing to formally complain about the recurring technical issues I have been experiencing with your mobile banking application. For the past [Number] days/weeks, the app has consistently crashed, preventing me from accessing my account.

The specific issues are as follows:

- The application closes unexpectedly immediately after login.
- Frequent freezing when attempting to [Specific Action, e.g., transfer funds or pay bills].
- [List any other specific error messages or glitches].

I am using the application on a [Device Model, e.g., iPhone 14] running [Operating System version, e.g., iOS 17]. I have already attempted to resolve this by clearing the cache, updating the app, and reinstalling it, but the crashes persist.

This lack of reliable access to my finances is highly inconvenient and has resulted in [Mention any consequence, e.g., a late payment or inability to monitor transactions].

I request that your technical team investigates this matter urgently to restore full functionality to my mobile banking service. Please provide an update on the steps being taken to resolve this issue by [Date].

I look forward to your prompt response.

Yours sincerely,

[Your Signature]

[Your Full Printed Name]
[Account Number - Optional/Last 4 Digits]