

[Your Name]  
[Your Address]  
[City, State, Zip Code]  
[Your Phone Number]  
[Your Email Address]

[Date]

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

**Subject: Formal Complaint Regarding Continuous Mobile Banking Authentication Failures**

Dear Customer Service Manager,

I am writing to formally express my extreme dissatisfaction with the recurring authentication errors I have been experiencing with your mobile banking application. My account number associated with this service is [Account Number].

For the past [Number] days/weeks, I have been repeatedly unable to log into my account. Despite entering the correct credentials, I am frequently met with error messages such as "[Insert Error Message, e.g., Authentication Failed / System Timeout]." I have already attempted to resolve this by restarting my device, reinstalling the application, and resetting my password, yet the issue persists.

These continuous technical failures have prevented me from [mention specific impact, e.g., paying bills on time / monitoring my transactions / transferring funds], causing significant inconvenience and financial concern. As a loyal customer, I expect a reliable digital platform to manage my finances.

I request that your technical team investigates this matter immediately to provide a permanent solution. Please confirm in writing once this issue has been resolved and explain what steps are being taken to prevent future occurrences.

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

Yours sincerely,

[Your Signature]

[Your Printed Name]