

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

To,
The Customer Grievance Redressal Cell / Bank Manager
[Bank Name]
[Branch Address/Head Office Address]

Subject: Formal Grievance Regarding Repeated System Glitches in Mobile Banking Application

Dear Sir/Madam,

I am writing to formally express my dissatisfaction and lodge a complaint regarding the persistent technical issues I have been experiencing with the [Bank Name] mobile banking application.

Over the past [mention time period, e.g., two weeks], I have encountered repeated glitches including [mention specific issues, e.g., frequent session timeouts, failed fund transfers, incorrect balance displays, or app crashes]. Specifically, on [Date], I attempted to perform a [mention transaction type] which resulted in [describe specific error].

These interruptions are causing significant inconvenience and raising concerns regarding the reliability and security of my financial transactions. Despite several attempts to resolve this by [mention actions taken, e.g., clearing cache, reinstalling the app], the problems persist.

I request that your technical team investigates these recurring failures immediately. I also request confirmation that my account security has not been compromised during these system instabilities. Please provide a timeline for when these issues will be permanently resolved.

I look forward to your prompt response and a swift resolution to this matter. Please acknowledge receipt of this grievance.

Yours sincerely,

[Your Signature (if sending by post)]

[Your Printed Name]