

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

To,
The Customer Service Manager,
[Bank or Institution Name]
[Branch Address or Headquarters]

Subject: Official Complaint Regarding Recurring Fund Transfer Errors on Mobile Application

Dear Sir/Madam,

I am writing to formally lodge a complaint regarding persistent technical errors I have encountered while attempting to transfer funds using your mobile application. Despite multiple attempts, the service remains unreliable, affecting my financial obligations.

The details of the recurring issues are as follows:

- **Mobile App Version:** [e.g., Version 5.2.1]
- **Device Model and OS:** [e.g., iPhone 13, iOS 17]
- **Nature of Error:** [e.g., Application crashes, "Transaction Failed" messages, or Timeout errors]
- **Frequency:** [e.g., Every attempt over the last 5 days]
- **Specific Transaction Dates:** [List dates of failed attempts]

These recurring errors have caused significant inconvenience, including [e.g., late payment fees/delayed business transactions]. I have already attempted basic troubleshooting, such as restarting the app and checking my internet connection, but the problem persists.

I request that your technical team investigates this matter immediately to ensure my account is functioning correctly and that the mobile application is stabilized. Please provide a formal response acknowledging this complaint and an estimated timeline for the resolution.

I have attached screenshots of the error messages for your reference.

Thank you for your prompt attention to this matter.

Yours faithfully,

[Signature (if sending by mail)]

[Your Printed Name]