

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

[Bank/Institution Name]
[Department Name, e.g., Deceased Account Department]
[Bank Address]
[City, State, Zip Code]

Subject: Formal Complaint Regarding Unauthorized Fees on Account of [Deceased Person's Name]

To the Manager,

I am writing to formally lodge a complaint regarding unauthorized fee deductions from the account of [Deceased Person's Name], who passed away on [Date of Death]. I am the [Executor/Administrator/Next of Kin] for the estate.

The details of the account are as follows:

Account Holder Name: [Full Name of Deceased]

Account Number: [Account Number]

Date Account Notified of Death: [Date you informed the bank]

It has come to my attention that the following charges have been applied to the account after the date of death and/or after the bank was notified of the passing:

- [Date]: [Description of Fee/Charge] - [Amount]
- [Date]: [Description of Fee/Charge] - [Amount]

As the account should have been frozen or moved into a non-fee status upon notification of death, these charges are unauthorized. I request that you immediately:

1. Reverse all fees applied to the account after [Date of Death].
2. Provide an updated statement showing the corrected balance.
3. Confirm in writing that no further automated fees will be deducted.

I have previously provided the death certificate and necessary probate documentation. If you require additional copies, please let me know. I look forward to your response and the resolution of this matter within [Number, e.g., 10] business days.

Sincerely,

[Your Signature]

[Your Printed Name]