

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

To,
The Branch Manager,
[Bank/Institution Name]
[Branch Address]

**Subject: Formal Grievance regarding the loss of original documents for Account No:
[Deceased Account Number]**

Dear Sir/Madam,

I am writing to file a formal complaint regarding the loss of original documents submitted to your office in relation to the deceased account holder, [Name of Deceased].

On [Date of Submission], I submitted the following original documents to [Name of Employee, if known] at your branch for the purpose of [State Purpose, e.g., Claim Settlement/Account Closure]:

- [List Document 1, e.g., Original Death Certificate]
- [List Document 2, e.g., Original Fixed Deposit Receipt]
- [List Document 3, e.g., Original Will/Succession Certificate]

Despite several follow-ups, I have been informed that these documents cannot be located. These are sensitive and legal documents that are difficult and costly to replace. The loss of these records has caused significant delay in the settlement of the estate and has caused undue mental distress.

I request you to:

1. Conduct an immediate internal search to locate the documents.
2. If the documents are permanently lost, provide a formal "Letter of Loss" or an acknowledgment of negligence on the bank's letterhead.
3. Compensate for the costs incurred in obtaining certified duplicates from the issuing authorities.

I look forward to a written response and a resolution to this matter within [Number] business days. If I do not hear from you, I will be forced to escalate this matter to the Banking Ombudsman or the relevant regulatory authority.

Yours sincerely,

[Your Signature]

[Your Printed Name]

[Relationship to Deceased]