

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

[Date]

[Name of Head of Compliance or Senior Executive]
[Title]
[Financial Institution Name]
[Office Address]

**RE: FORMAL ESCALATION - Unresolved Misrepresentation Claim Regarding Account
#[Your Account Number]**

Dear [Name of Executive],

I am writing to formally escalate a complaint regarding misrepresentation by my wealth manager, [Advisor Name], which remains unresolved despite my previous correspondence dated [Date of original complaint].

This claim stems from [Specific Product/Investment Name] recommended to me on [Date]. I was led to believe that [State the misrepresentation, e.g., the capital was guaranteed / the risk level was low], whereas the actual performance and structure of the investment indicate [State the reality, e.g., significant capital loss / high-risk exposure].

To date, the response from your customer relations department has been [Inadequate/Non-existent/Unsatisfactory] because [State reason].

I am requesting a formal review of this matter. Specifically, I am seeking:

- A detailed explanation of why the product risks were not disclosed.
- [State your desired resolution, e.g., A full refund of the initial investment / Compensation for losses].

Please provide a final deadlock letter or a formal resolution within [Number, e.g., 10] business days. If I do not receive a satisfactory response, I intend to refer this matter to [Name of Regulatory Body, e.g., the Financial Ombudsman or SEC] for external investigation.

I have attached copies of the original investment documentation and my previous correspondence for your reference.

Sincerely,

[Your Signature]

[Your Printed Name]