

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

[Date]

[Name of Compliance Officer or Branch Manager]
[Name of Financial Institution]
[Department Name]
[Company Address]
[City, State, Zip Code]

RE: Formal Grievance Regarding Undisclosed Fees - Account Number: [Your Account Number]

Dear [Name of Contact Person],

I am writing to formally lodge a grievance regarding several charges on my wealth management account that were not previously disclosed to me, nor agreed upon in my initial fee schedule.

Upon reviewing my recent account statement dated [Date of Statement], I identified the following unauthorized or undisclosed charges:

- [Description of Fee 1]: [Amount] charged on [Date]
- [Description of Fee 2]: [Amount] charged on [Date]
- [Description of Fee 3]: [Amount] charged on [Date]

At the time of account opening and during subsequent portfolio reviews with my advisor, [Advisor's Name], I was assured that the total fee structure consisted only of [mention agreed fees, e.g., a 1% AUM fee]. I have reviewed my signed client agreement and can find no mention of these specific additional costs.

These undisclosed fees have negatively impacted the performance of my investments. As a fiduciary, your firm has an obligation to provide full transparency regarding all costs associated with the management of my assets.

I request that you:

1. Provide a detailed written explanation and justification for each of these charges.
2. Provide the specific section of the signed disclosure document where I consented to these fees.
3. Refund the total amount of \$[Total Amount] to my account immediately.

I look forward to your prompt response and a resolution to this matter within [Number, e.g., 10] business days. I hope to resolve this internally; however, I reserve the right to escalate this matter to FINRA or the SEC should this issue remain unresolved.

Sincerely,

[Your Signature]

[Your Printed Name]