

[Your Name/Organization Name]
[Your Address]
[City, State, Zip Code]
[Date]

[Recipient Name/Department]
[Bank Name]
[Bank Address]
[City, State, Zip Code]

Subject: Feedback on Core Banking System Resilience and Outage Management

Dear [Recipient Name],

I am writing to provide formal feedback regarding the recent core banking system outage that occurred on [Date of Outage]. As a client of [Bank Name], I value the services provided, but I would like to address concerns regarding system resilience and the impact of the downtime on my operations.

Specifically, I would like to highlight the following areas for improvement:

- **Communication:** The timeliness and clarity of updates provided during the system downtime.
- **Alternative Channels:** The availability and reliability of backup banking methods (mobile, ATM, or offline branch services) while the core system was offline.
- **Recovery Time:** The duration required to restore full functionality and the subsequent processing of pending transactions.

Given the critical nature of core banking services, I am interested in learning more about the steps [Bank Name] is taking to enhance system redundancy and disaster recovery protocols to prevent future occurrences.

I look forward to hearing how the bank plans to strengthen its digital infrastructure to ensure continuous service availability.

Sincerely,

[Your Signature]
[Your Printed Name]
[Account Number - Optional]