

Date: [Insert Date]

To: [Customer Name]

Address: [Customer Address]

Account Number: [Insert Account Number]

Subject: FORMAL WARNING - ABUSIVE CONDUCT TOWARDS BANK STAFF

Dear [Customer Name],

We are writing to formally address an incident that occurred on [Date] at [Location/Branch/Over the phone] involving your interactions with our staff members.

It has been reported that during this interaction, your behavior was [describe behavior, e.g., verbally abusive, used profane language, or made threats].

Please be advised that [Bank Name] maintains a zero-tolerance policy regarding the harassment, intimidation, or abuse of our employees. Our staff have the right to work in a safe environment, and we are committed to protecting them from any form of mistreatment.

This letter serves as a formal warning. We value your business; however, we require that all future communications with the bank remain professional and respectful. Any further instances of abusive conduct may result in the following actions:

- Restriction of access to physical branch locations.
- Limitation of communication to written channels only.
- The immediate closure of all your accounts held with [Bank Name].

We trust that this warning will be sufficient to prevent any further incidents. If you wish to discuss the details of your account or any underlying concerns you may have, please do so in a respectful manner by contacting [Department Name/Phone Number].

Sincerely,

[Your Name/Signature]

[Your Title]

[Bank Name]