Mr. James  
Manager  
ABL BANK. Westwood

Mr. John  
Account holder  
ABL BANK. Westwood

Dated: 21st December 20XX

Subject: Complaint letter to bank for closing account

Respected Sir James,

I have been an account holder in the ABL bank for the past 5 years. Your banking services were very good but for the past few months, I have been facing terrible problems from your end. I had been sending money to my mother who is ill from the bank for the past many months. It was my fourth and now the fifth transaction in this respect which did not work at all.

The last time when I had to send money to my mother, I was not informed by the bank authorities that some maintenance is going on due to which I was unable to send money to my mother. It was your responsibility to inform me before about the maintenance so that I could have made another arrangement. The bank authorities later apologized to me in this respect and promised that in the future everything will be taken care of.

A few days back I gave another try for sending money to my mother and failed to do so like the last time. This time I called the bank and upon inquiring more I came to knew that the bank has terminated service for a limited time. This time I grew furious as this was the second time that I was unable to carry out my transaction.

Your bank certainly does not take responsibility for anything. You just give excuses for non-availability of service and it is for this reason that I no longer wish to continue taking banking services of your bank. I wish to close my account with the ABL bank as soon as possible.

Yours sincerely,

Mr. John  
Account holder  
ABL BANK, Westwood