To

[Name Here]  
[Designation]

Re. Request to unlock account [NAME], [X]

Dear Sir/Madam,

My name is Jacobs Williams, bearer of a current account in the canal view park branch of your bank. My account number is [X] and it is operational for the last ten years. I have also availed the distinct feature of your bank which is internet banking. Through this letter, I want to forward my formal request to unlock my bank account because I got my account locked yesterday, and owing to this reason, I am facing a lot of difficulty in performing my business transactions.

Yesterday, while I was performing a transaction through internet banking, I entered the wrong password. The transaction was not performed, and I carried on entering the wrong password three times in a row. Taking this activity as suspicious, the bank locked my account and informed me through SMS that my account has been locked. I made a contact with your CSO and he also verified it. Now, the situation is such that I am unable to perform any transaction due to entering the erroneous password three times.

You are hereby requested to investigate the matter seriously and do something to unlock my bank account. Your quick response in this regard will highly be appreciated by me. I will cooperate with you if the bank needs any information to unlock my account. In case you need any further information, I may be contacted at [email] and [cellular number].

I am waiting for a call from your CSO that my issue has been resolved.

Yours sincerely,

Jacobs Williams