**Date:**

**To**

**[The Recipient]  
[Designation]  
[Bank Name]**

**Re. Complaint Letter for Unusual Deduction of Money from Credit Card # [X]**

I am writing this letter to lodge a complaint against the bank’s incompetence. I have been a customer of this bank since 2013 and it has been eight years since our mutual coordination. I have always been an admirer of your bank’s services since I became a client of this.

I am Fen Starbuck and I hold an account in your bank with registration no. [X] and account no. [X] with the title FEN STARBUCKS. On 26th March 20XX, at around 1:00 PM, I received a text message from the bank telling me that $165 has been deducted from my credit card with credit card no. **[X].** I enquired the bank for this deduction which remained an unresolved myth.

The admin told that the deduction has been made by the LHC Enquiry Department. When I asked from the said department, I was told that they did not make any deduction. Further, I enquired from the Assistant Manager who told me that the deduction has been made by the Department of Loan and Subscriptions. I assured them that I neither take any loan nor I have any outstanding payment overdue.

Later, I was told to contact the RA Manager. For all this, I am writing to you to look into this matter and investigate this unusual and ambiguous deduction from my credit card. I shall be grateful to you for this. Please let me know about this by writing at [X].

Regards

Sylvie Martin  
H-203, Heyland Reo Road, San Diego,  
CA, USA