**To**

**[The Bank Manager]  
[Bank Name]  
[Address]**

**Re. Complaining about the Wrong Sent Checkbook along with Wrong Credit/Debit Card Twice Dated 23-02-2021 and 19-03-2021.**

I am writing this letter to complain about a much serious matter of discrepancy at your end. I am Luc Hallway from Chow Lac Street, San Diego. I visited your bank on 10th February 20XX to open a savings account in your bank. I had had good reviews about your bank services and the policies it provides. I hold an account in your bank with the title Luc Hallway s/o Noah Shovel and account number [X].

The issue I have been confronted with is precisely the reception of the wrong checkbook and credit/debit card. I complained about the loss of my checkbook and my ATM card. The bank called me to validate the problem and called me to meet the manager for more corroboration. I was told that I would receive my new checkbook and ATM card at the given address within 4-5 working days but I did not receive any of them for ten days. After complaining again, I received the checkbook and ATM card but that was someone else’s coming to the wrong address erroneously.

However, I called the relevant branch and informed them about this. They apologized and got the wrongly sent stuff as mentioned back. Later, I came to know that my checkbook and ATM card were sent to the wrong address. When I called again to the branch, I was treated badly as the person on call was very rude and uncommunicative.

This discrepancy at your end is quite unprofessional and unacceptable. Therefore, I realize I should take this to the head office of the bank. I request you to investigate this matter and let me know if I need to close my account or check for head office.

You can contact me via email at [email] or call at +1[X] from 9 AM to 8 PM. Thank you.

Regards

Luc Hallway  
Nectar High Street Eleventh Avenue  
San Diego, CA, USA