**To**

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

**Re. The complaint about not Paying Heed to the Complaint over the loss of Credit/Debit Card**.

Dear Sir/Madam,

I am Sherlock Stephen from the High Real Street, San Diego. I have been a client to your bank from 23-03-20XX. I have been noticing from the past three months that there is a disruption in the provision of your bank services.

On 19th March 20XX, I called the branch VXC, San Diego to inform about the loss of my credit/debit card with vide number 3243524-VB and ask for the cancellation of all operations through the card until further direction/instruction. I was satisfied after calling and informing the branch about the loss of the card until I get to the bank by myself, however, I could not find time to get to the bank for a week.

After one day, I received an email from the bank saying that all my balance has been withdrawn and all my credit has been used. My account went into negative crediting and thus all of the balance was used at once. I am completely devastated by the news coming through the email. I was overwhelmingly wondered as I had already requested the bank to stop all the operations through my credit/debit card.

After emailing the bank, I came to know that the bank had not stopped operations through my credit/debit card. I strongly castigate this negligence and unprofessional discrepancy at your end. I am looking forward to the compensation of this loss from the bank as it I was at the bank’s disposal to stop all the transactions and other operational tasks. You can contact me at [email] or call me at +1[X]. Thank you.

Regards

Sherlock Stephen  
High Real Street, San Diego  
CA, USA