[Name of Recipient]

[Designation of Recipient]

[Organization Name]

Date:

**Subject: Disappointment on the Poor Customer Support Service**

Dear Mr. / Mrs. [Name of the Recipient],

This is to express my regret and disappointment that I faced last day when I called your bank’s customer support service line. Actually, I was trying to get my debit card activated for the last three days. However, the call was not connecting due to some unknown issues. Though yesterday, my call got connected and I was put on hold for about 15 minutes. After that, my call was transferred to an ill-mannered agent.

I am sorry to say that but he was actually very loud and ill-mannered. He continuously interrupted me when I was telling him my issue. Whenever I questioned him about anything, he’d just ignored my questions and did not bother to answer them in a proper way. Without listening to me, he simply told me that my card will be activated within a few hours and just finished the call. Right now the situation is that it’s been 48 hours and my card is still inactive.

So, I am writing this letter to request you to take this matter into your consideration. I am looking forward to your response for resolving my issue. However, if I don’t get any response from you as well, I will be forced to withdraw all the savings from my bank account at your bank.

Sincerely,

[Sender Name]

[Sender Signature]

[Sender Address]

[Sender Contact Details]