

Professional Banking Response

Subject: Acknowledgement of Banking Complaint - Account #[Account Number]

Dear [Account Holder Name],

We acknowledge receipt of your complaint dated [date] regarding [financial service issue] related to your account ending in [last 4 digits]. We understand your frustration and want to assure you that we are taking your concerns seriously.

Your complaint has been assigned to our Customer Resolution Team and given priority reference number FR-2024-890. Our experienced financial specialists will conduct a comprehensive review of your account activity and the specific issues you have raised.

To protect your privacy and account security, we may need to verify your identity before discussing specific account details. Our resolution specialist will contact you at the phone number on file within [timeframe] to begin this process.

During our investigation, we will:

- Review all relevant account transactions
- Examine our service records
- Consult with involved departments
- Determine appropriate corrective actions

If our investigation reveals any errors on our part, we will take immediate steps to correct them and ensure you are not financially disadvantaged. We will also review our procedures to prevent similar issues from occurring.

We value your relationship with our institution and are committed to resolving this matter to your satisfaction. You should expect a complete response within [timeframe].

Sincerely,

[Name]

Customer Relations Manager

[Financial Institution Name]

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