

[Your Name]
[Your Address]
[City, State, ZIP Code]
[Email Address]
[Phone Number]
[Date]

Customer Service Department

Axis Bank

[Branch Address or Customer Care Address]

[City, State, ZIP Code]

Subject: Complaint Regarding Unsatisfactory Service

Dear Sir/Madam,

I hope this letter finds you well. I am writing to formally lodge a complaint regarding the service I received at your [specific branch name or mention if it was online service] on [date of incident].

[Clearly describe the issue you faced, including any relevant details such as account numbers, transaction IDs, etc. Mention how this has impacted you.]

Despite my attempts to resolve this issue through [mention any previous communication you had, e.g., phone calls, emails, or in-person visits], I have not received a satisfactory resolution.

I request your prompt attention to this matter and a resolution at your earliest convenience. I look forward to your swift response.

Thank you for your understanding.

Sincerely,

[Your Name]

[Your Account Number (if applicable)]