

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

Customer Service Department

BDO Bank

[Bank Address]
[City, State, Zip Code]

Dear Sir/Madam,

Subject: Complaint Regarding Unsatisfactory Service

I am writing to formally express my dissatisfaction with the service I received at your [specific branch/location] on [date of incident].

[Describe the specific incident, including details such as the nature of the service requested, how staff behaved, any delays, etc.]

Despite my expectations for a high level of service from BDO Bank, my experience was disappointing. [Explain how this has affected you, e.g., inconvenience, financial implications, etc.]

I believe it is important for your management to be aware of this issue to ensure such situations are avoided in the future.

I would appreciate your prompt attention to this matter and a response outlining how BDO Bank intends to rectify this situation.

Thank you for your attention to this issue. I look forward to your reply.

Sincerely,

[Your Name]

[Your Account Number (if applicable)]