

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

Customer Service Department
DBS Bank

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

Subject: Complaint Regarding Customer Service

Dear DBS Bank Customer Service Team,

I am writing to formally express my dissatisfaction with the customer service experience I recently encountered at your bank. On [specific date], I contacted your customer service team regarding [specific issue, e.g., a transaction dispute, account issue], and I was disappointed by the assistance I received.

Despite explaining my situation clearly, I felt that the representative did not listen to my concerns. [Briefly describe the interaction and any specific problems encountered, e.g., unhelpfulness, rudeness, lack of follow-up].

As a valued customer of DBS Bank for [duration], I expected a higher standard of service. I kindly request that you look into this matter and provide me with a resolution to my issue. Additionally, I would appreciate any feedback regarding how you plan to improve customer service in the future.

Thank you for your attention to this matter. I look forward to your prompt response.

Sincerely,

[Your Name]
[Your Account Number] (if applicable)