

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

Customer Service Department
FNB Bank

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

Dear Customer Service Team,

Subject: Complaint Regarding [Brief Description of the Issue]

I am writing to formally file a complaint regarding [specific issue, e.g., a transaction error, customer service experience, etc.] that I encountered on [date]. Despite my attempts to address this matter over the phone/in person, I have not received a satisfactory resolution.

[Detail the specific incidents, including any relevant account numbers, dates, and interactions with bank representatives.]

I expect a prompt response to this matter and a resolution that reflects the high standards of service that FNB Bank is known for. Please contact me at your earliest convenience to discuss this matter further.

Thank you for your attention to this issue.

Sincerely,

[Your Name]

[Your Account Number if applicable]