

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

Customer Service Department  
RBC Bank

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

Dear Customer Service Team,

I am writing to formally express my dissatisfaction with the service I received at your [Branch Name or Location] on [date of the incident]. Despite my long-standing relationship with RBC Bank, I was disappointed by the way my concerns were handled during my recent visit.

[Briefly describe the specific service issue, including any relevant details such as the nature of the problem, who you interacted with, and what the outcome was.]

I believe that my experience did not reflect the high standards of customer service that RBC Bank is known for. I would appreciate it if you could look into this matter and take the necessary steps to prevent similar situations from occurring 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]