

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

Customer Service Department
State Bank of India
[Branch Address]

[City, State, ZIP Code]

Subject: Complaint Regarding Poor Services

Dear Sir/Madam,

I hope this letter finds you well. I am writing to formally express my dissatisfaction with the services I have recently experienced at your [specific branch name] branch.

On [specific date], I visited the branch to [briefly state the purpose of your visit, e.g., "open a new account," "withdraw funds," etc.].

Unfortunately, my experience was far from satisfactory due to [explain the issues you faced, e.g., "long waiting times," "lack of assistance from staff," "technical issues with the ATM," etc.].

Additionally, I have attempted to resolve this issue by [mention any previous attempts to address the concern, e.g., "contacting customer service," "speaking to the branch manager," etc.], but [explain the outcome of those attempts, if applicable].

I believe that as a valued customer, I deserve to receive quality service, and I hope that my experience can be resolved promptly. I would appreciate it if you could look into this matter and provide a response within [specify a reasonable timeframe, e.g., "14 days"].

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

Sincerely,

[Your Signature (if sending a hard copy)]

[Your Printed Name]

[Your Account Number (if applicable)]