

Date

Name of bank  
Street address  
City, State, Zip Code

Re: Incorrect fee charged to account **number**

Dear Sir or Madam:

I am a customer with **bank name**. My account is held in **your name** and is number **enter number again here**.

Upon checking my most recent statement, I discovered an unexpected fee for **why the fee was assessed** debited from my account. After reviewing my records, I am certain that fee is an error.

Here give the details of the mistake. For example: On Aug. 10, 2003, my account was assessed a \$25 fee for failure to maintain a minimum balance of \$500. However, my deposit records show that I had placed more than enough in my account to meet the minimum balance requirement.

Another possible fee error is a charge for using an ATM that is not in your bank's network. In this case, tell your bank: On Aug. 10, 2003, I made a withdrawal of \$75 from the ATM machine at 123 Main Street. This is a walk-up ATM outside your branch at that address. I received a printed receipt of the withdrawal. Since this is an ATM operated by your bank, my transaction should be free. However, you incorrectly charged me \$5 for using an out-of-network ATM.

A copy of the statement with the error highlighted is enclosed for your review. I've also enclosed copies of my **deposit or withdrawal** receipts, indicating the amounts and dates **deposited or withdrawn**.

As this bank mistake is costing me because money was incorrectly debited from my account, I would appreciate that you correct my balance as soon as possible.

Thank you for your prompt attention to my request. If you have any questions, please don't hesitate to call me at **your daytime telephone number**. I'll also check back with you on the status of this request and the action you have taken to rectify this bank error.

Sincerely,  
Your Signature  
Your Typed Name  
Your Address  
City, State and Zip Code

Enclosures: copy of monthly statement  
copies of **deposit or withdrawal** receipts