

Date\_\_\_\_\_

Dear UBACFC,

My name is\_\_\_\_\_and I would like to make a formal complaint about a/some debit card transaction(s) on my account \_\_\_\_\_, which was **not** successful.

My card details are:

Name on Card:

Last 4 digits of Card Number:

<b>Transaction Date</b>	<b>Amount Taken</b>	<b>Description of Item(s) Purchased</b>	<b>Merchant Terminal Used/Transaction narration</b>

On discovering this/these debit transaction(s), I hereby make my complaint to you.

Please tick appropriately

- a. The transaction declined
- b. I transferred through another means (...)
- c. I paid cash to the merchant
- d. I have not been refunded till date

Please investigate this incident as I require your assistance in recovering my funds.

Thank you.

\_\_\_\_\_  
**Signature & Date**

\_\_\_\_\_  
**Signature & Date**

**\*\*\*Please send the declined receipt along with this letter**