

[Complaints department address for your bank]

23 July 2022

Re: [Rejection/delay] of international payment

Dear Sir/Madam,

I am a [Bank name] customer. I made a payment of [£/€0.01] initiated on [date] from account [****account number] going to [MediCuba-Europa/1c4C/Globalize Solidarity].

[Include this paragraph if the review team has already contacted you.] The Account Review Team provided me with the reference number [#####].

I wrote to you on [Date] to escalate my complaint into the handling of the payment above. I have since received an apology from the bank [and an offer of compensation].

Since [Bank name] has acknowledged the original payment should not have been [delayed/rejected], I expect the original payment to now be approved within five working days, and any future payments to the same account to be approved without similar delays.

Please reply within five working days to acknowledge that this will be done.

Regards,

[Your name]
[Your return postal address]
[Your email]
[Your telephone number]