

Date _____

Dear UBA CFC,

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:

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

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**