

You have an account in a bank and now everything will be computerized but due to age you are not comfortable. Write a letter to a manager discuss the problem.

Dear Sir or Madam,

I am writing this epistle about ~~digital~~ digitalization of all of your services but I being an elderly customer would not be able to have any advantage of them so please ~~consider~~ consider this as a request also to keep the old facilities working as well.

XX

I have been patronizing your services for the last fifteen years and am very satisfied with your ~~services~~ ~~and~~ the facilities you extend. Features you offer. I am accustomed to the old and manual techniques of using the cheque books for any transactions or coming to the bank personally for all the needs. Apart from this the charming staff members of your bank also encourage people like me who find a lively time to interact with someone in our retired life. When you introduced the ATM ~~in~~ perhaps it was very difficult for me to understand its functionality. Although I have a debit card but I seldom use it.

XXX

I request you to have the old mechanism working as well as I know there are others who do not understand the technical gadgets and may face a lot of problems. I also understand ~~it~~ having new advancements is a need of the hour but you should run everything in

parallel considering old customer base also,
I hope you would take cognizance in this matter.

Thanks

Tim Bennett