Dr. Domingos Alias Dr. D. J. De Souza

C/O Luz Lab, B/H Lily Garments, New Market.

Margao Goa 403 601

[date]

Manager,

Axis Bank, Margao Branch,

Opposite B.P.S Club, Pajifond,

Margao, Goa

Subject: Complaint regarding blocking of account and debit card.

Dear Sir/Madam,

I am writing to formally complain about your firm’s unprofessional behavior regarding my savings account and debit card. My S/B Account No. 121010100086745 was frozen without my consent multiple times between March 2021 and 25th May 2022; I opened it 30 years back and always kept sufficient funds, so that the bank even labelled it as a priority, and there was a term deposit of Rs. 1,10,000. Similarly my debit card 4505 0301 1144 5739 has been blocked on 4th May 2022.

Please confirm the receipt of this complaint and inform me of the steps you will take and the tentative timeline associated with the process. If I do not receive a satisfactory response from you within 15 days of this complaint, I shall take this matter to the appropriate consumer redressal forum.

Sincerely,

[Your Signature]

Dr. Domingos Alias Dr. D. J. De Souza