**Complaint Email**

You are an unsatisfied bank customer. Over a period of time, you noticed a number of mistakes made by the bank. Write an email to the bank manager to complain about the following:

* **Bank statement** - the latest one contains lots of mistakes, such as: cheques shown twice, other transactions not shown, etc.
* **Bank charges** - they are higher than at other banks. You’ve made comparisons and on average they are 15% higher.
* **Call centre** - it is very difficult to get through. Agents are not helpful.
* **Internet banking site** - this is difficult to navigate and there are a lot of the crashes.

Express your dissatisfaction to the bank manager and state that you are considering changing bank unless they do something about these issues.