

22nd March 2023
24A Providence Street,
Lekki Phase 1
Lagos, Nigeria.

The Branch Manager,
Access Bank PLC
Lekki Phase 1, Admiralty Way Branch
Lagos, Nigeria

Dear Branch Manager,

I am writing to you as a valued customer of Access Bank with account number 0059913261.

I am reaching out to you today to bring to your attention an issue I encountered while making a transfer from my account.

On the 2nd of March 2023, I made a transfer of NGN61,500.00 to a recipient (ISAH MOHAMMED), but unfortunately, the funds were not received by the intended party.

In light of this, I had to redo the transfer, and shortly after, I was notified that my account had been debited twice. I am writing to request that the second transfer be reversed, and the amount credited back to my account as the recipient has refused to accept saying that the funds are not in his account.

As a struggling security officer, it is essential for me to send money to my family in Niger state. However, the double debit has put me in a difficult financial situation, and I urgently need your assistance and that of my bank, in resolving this issue.

I would be grateful for your prompt attention to this matter and hope for a swift resolution. Please let me know if there are any further details or information you require from me to process my request.

DETAILS	MY ACCOUNT DETAILS	RECIPIENT'S ACCOUNT DETAILS
Name	MUSA MOHAMMED	ISAH MOHAMMED AWALA
Account Number	0059913261	3094388900
Bank Name	ACCESS BANK	FIRST BANK (FBN)

Thank you for your understanding and swift attention to this matter.

Sincerely,

MUSA MOHAMMED