Your Name

Your Address

Your Bank Account Number

Name of Bank

Address of Airline

Date

Dear Sir or Madam:

**CLAIM FOR COMPENSATION FOR INCORRECTLY RESTRICTED ACCOUNT**

The above matter refers.

Pursuant to the Central Bank of Nigeria (CBN) directive mandating that all account holders in Commercial Banks in Nigeria register their details Biometric details in order to obtain a Biometric Verification Number, I dutifully registered my details and linked my account via email/SMS/in the branch [delete appropriate] on [Insert Date Account Linked]

However on November 1st 2015, I discovered that my account had been restricted, with no access to withdraw.

As you might expect, this action by the bank caused severe inconvenience to me. It is my contention that this error was down to ineptitude on the part of the bank and/or its staff.

In that regard I am requesting compensation in the amount of [Insert Compensation Amount Request].

It is my hope that this matter is dealt with quickly and appropriately, as I remain a loyal customer of your bank. I hope you will take the opportunity to settle this matter without any further inconvenience or stress caused to me and without the need for me to refer the matter to the Consumer Protection Directorate of the CBN.

I will be expecting an acknowledgment of this letter within 10 days, and an adequate response and resolution within 28 days. Failure to get a satisfactory response within the above timelines will lead to further action on my part, which may include legal action.

Yours faithfully

[Insert Your Name and Sign]