

To: (name of the financial institution)

To: (first name, last name of the executive director)

From: (address of the applicant)

From: (first name, last name of the applicant)

(telephone /optional/)

Complaint

- Description of the complaint
- Indication of property/monetary claim
- Indication about that you are going to appeal to the Financial System Mediator; specifically, you can write as follows: "Please provide me (us) with a written response within 10 (ten) business days, as I (we) intend to appeal to the Financial System Mediator".

Applicant: (first name, last name)
(date of application)