

# Loss Memo for Mobile Banking Error

Date: 2024-06-30

**To:**

Customer Service Department  
[Bank Name]  
[Branch Name/Location]

**Subject:** Loss Memo Due to Mobile Banking Error

I, the undersigned, would like to formally notify the bank regarding the loss that occurred due to an error in the Mobile Banking system. The details of the transaction are as follows:

Account Holder Name	John Doe
Account Number	1234567890
Registered Mobile Number	+1 234-567-8901
Date & Time of Incident	2024-06-29, 17:24
Type of Error	Erroneous fund transfer due to system glitch
Amount Involved	\$500.00
Transaction Reference No.	TRX202406291724

Brief Description of Incident:

On the mentioned date and time, I attempted to transfer funds via the mobile banking app. Due to a system error, the amount was debited from my account but was not credited to the intended beneficiary. I request the bank to initiate the necessary investigation and recovery procedure.

I am enclosing relevant screenshots and transaction details for your reference. Kindly treat this memo as an official notification and provide a resolution at the earliest.

(Signature of Account Holder)

Name: John Doe

Date: 2024-06-30

(Bank Official's Signature)

Name:

Date:

## Important Notes

- Ensure all details entered are accurate before submission.
- Attach supporting documents or screenshots for verification.
- Retain a copy of this document for your future reference.
- Follow up with the bank if you do not receive a response within the stipulated time.
- This document serves as a formal notification of loss and request for recovery.