

Complaint Letter

From :

Lani Diana
1207-602 Como Lake Ave
Coquitlam, BC V3J 0G2

Date : 3rd July 2017

To :

Manager of Royal Bank of Canada – Oakridge Branch
650 W 41st Ave
Vancouver, BC V5Z 2M9

Subject : Unresponsive action on fraud case

Dear Branch Manager,

I am writing this letter to file a complaint against your branch for the poor performance in handling an urgent matter. I have been a client to RBC for nearly three years, and I have always been pleased by your excellent customer service. However, on this occasion, your employee's unprofessionalism has greatly disappointed me.

On 25th June 2017 at 5:30 pm, I came to your branch to report a fraud case that had been made on my online banking account. Mrs. Yuan Li, the teller who assisted me, was friendly and tried to handle the situation seriously: she froze my online transaction for a couple of days and suggested to format my PC to prevent any possible data and identity theft. However, on the next day I found my account was hacked and my online banking sign-in password had been changed without my consent. I went to another branch in West 41st Ave, where the teller who assisted me promptly directed me to the available advisor. I was surprised to find out that apparently Mrs. Li didn't put any fraud case notice on my account to disable any phone or in-person transaction without proper ID. Fortunately, the advisor handled the matter with the utmost professionalism and I experienced no loss.

I believe RBC's goal is to provide the customers with excellent customer service and a great peace of mind of their monetary asset's security. However, this experience has traumatized me and made me question the credibility your branch has. I would appreciate it if you take this matter into account seriously and give your subordinates proper guidance on handling similar situation for future reference. I'm looking forward hearing back from you.

Best regards,

Lani Diana

Bad News Adjustment Letter

From :

Manager of RBC Oakridge Branch
650 W 41st Ave
Vancouver, BC V5Z 2M9

Date : 4th June 2017

To :

Lani Diana
1207 – 602 Como Lake Ave
Coquitlam, BC V3J 0G2

Re : *Unresponsive action on fraud case*

Dear Ms. Diana,

Thank you for the time you've taken to inform me of your experience with our service. I am deeply apologetic to hear that our branch had had been unprofessional in handling urgent matter such as your case.

I have spoken to Mrs. Yuan Li regarding your matter and instructed her on the actions she should have taken to prevent the same issue from happening. I will also make sure to emphasise this issue more seriously during workers' training and daily briefing so all workers are more well-informed when faced with similar situation. In addition, I will make more frequent rounds during banking hours to make sure the tellers have immediate assistance when faced with urgent situations so they can provide the customers with the utmost professionalism.

Your loyal patronage with RBC during these past three years has always been well-appreciated, and we hope to continue providing you with excellent service in the future. If you have further questions or comments, please do not hesitate to contact me at: 604-665-0100.

Yours sincerely,

James Smith
Manager of RBC Oakridge Branch