

**Mrs S Woldetsadik**

Financial Ombudsman Service  
Exchange Tower  
Lond  
E14 9SR

172 Millicent Grove  
London  
N13 6HS

By First Class Recorded Post

26 June 2019

Dear Sirs

**Re. Name. Mrs S Woldetsadik**  
**Incident ref. Lloyds Bank PLC**  
**Your ref. 2082-2622/LH/MO53**  
**Our ref. FOS/26062019**

I am currently suffering undue hardship as a result the above incident and which I was invited by the Financial Ombudsman Service to make a hardship claim following your previous communication with me indicating my possible access to a hardship fund.

I am currently extremely concerned that my money has been lost as a result of in competence by the material Lloyds branch.

Therefore, due to the events I seek a hardship payment in order to contribute in part to the events that happened at the material time resulting in £500 incredibly being declared missing despite intervention of a Lloyds bank member of staff.

I assert that the conduct by Lloyds Bank and an abject failure to assist me adequately whilst in-branch has heightened the disappointment that a customer can lose a significant portion of funds during the deposit process.

The failure by Lloyds Bank to offer any compensation is unconscionable and is compounded by the negligence in the in-store staff failing to act professionally pursuant to my complaint whilst in-bank.

Therefore, I look forward to your prompt offer of a hardship payment by return.

Yours faithfully

*Mrs S Woldetsadik*

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