17 January 2024

**METROBANK – MARCOS HIGH WAY BRANCH**

Marcos High Way

Baguio City, Benguet 2600

To whom it may concern:

Around 10:30-11:30 AM on January 15, 2024 (Monday), I (the undersigned) went to your branch at Metrobank Marcos High Way to deposit cash into my account. I also used my cheque to do another transaction, which was to deposit to my other Metrobank account.

I went back to my store’s branch in La Trinidad thereafter where I received a phone call at around 1:00 PM coming from a lady identifying herself as one of the managers of the same Metrobank branch where I made the said transactions the same day. She then asked me if I issued a cheque to another person to which I replied “No.”

As a result, the same bank personnel relayed to me that the CSR denied the transaction of the person trying to deposit money to a different account using my cheque. I immediately checked my bag if my cheque book was still there, and to my surprise, it was indeed missing. Thus, I concluded that I left my cheque book in Metrobank Marcos High Way branch.

In light of this event, I am demanding an official investigation pertaining to the information provided in this Incident Report, including the identity of the person who attempted to conduct a fraudulent transaction using my account. I am also asking for the retrieval of the cheque used during the incident.

I am likewise requesting either the original or a certified copy of the subsequent findings of your official investigation as well as the original recording of the incident captured by your CCTV cameras showing the following angles:

1. The footage of where I left my cheque book and where it was taken.

2. The teller who received the cheque from the suspicious person.

3. The person attempting to deposit money to a different account using my cheque.

4. Where the torn cheque was placed and where is it now.

Thank you for your cooperation.

Respectfully,

**ROMEL JAVIER CABANTAC**

Hotline Electrical and Plumbing Supplies

177 Lourdes Subdivision Extension

Baguio City, Benguet 2600