

Letter of Concern Regarding Service Refund Eligibility Process

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Recipient's Name]

[Company's Name]

[Company's Address]

[City, State, Zip Code]

Dear [Recipient's Name],

I am writing to express my concerns regarding the eligibility process for service refunds at [Company's Name]. I have encountered some difficulties in understanding the requirements and timelines associated with obtaining a refund for [specific service or product].

Despite my efforts to seek clarification through your customer service channels, I have not received satisfactory information. This lack of clarity has left me feeling frustrated and uncertain about my options moving forward.

I kindly request your assistance in addressing the following points:

- Clarification of the specific eligibility criteria for refunds.
- Information on the expected timeline for processing refund requests.
- Any documentation that I may need to provide to expedite the process.

I appreciate your attention to this matter and hope to receive a prompt response that will help clarify my concerns.

Thank you for your assistance.

Sincerely,

[Your Name]