

# Letter of Protest Regarding Poor Customer Experience

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Date]

Customer Service Department

[Insurance Company Name]

[Company Address]

[City, State, Zip Code]

Dear Customer Service Manager,

I am writing to formally protest my recent experience with [Insurance Company Name], which has left me thoroughly dissatisfied. My policy number is [Policy Number], and it has become increasingly clear that the customer service I have received does not align with the high standards that your company promotes.

On [date of the experience], I encountered [describe the issue briefly, e.g., long wait times, unhelpful representative, mishandled claims, etc.]. This not only caused significant inconvenience but also led to [include any repercussions, e.g., financial loss, delays in service, etc.]. I have attempted to resolve this issue through [mention any previous attempts, e.g., phone calls, emails, etc.], yet I have not received satisfactory assistance.

I believe that as a loyal customer, I deserve better service and communication from your team. I request a thorough investigation into this matter, along with information on how you plan to address these issues to prevent them in the future.

Thank you for your attention to this important matter. I look forward to your prompt response.

Sincerely,

[Your Name]