

# Customer Complaint Letter

Date: [Insert Date]

To,

Customer Service Department  
[Travel Agency Name]  
[Agency Address]  
[City, State, Zip Code]

Subject: Complaint Regarding Travel Package and Insurance Issues

Dear Sir/Madam,

I am writing to formally express my dissatisfaction with the travel package I purchased through your agency on [Insert Purchase Date]. The reference number for my booking is [Insert Booking Reference].

Unfortunately, I have encountered several issues surrounding the travel insurance included with my package. Specifically, [briefly describe the specific insurance problem, e.g., lack of coverage, delayed processing of claims, etc.]. Despite my attempts to resolve this matter by [insert steps taken, such as contacting customer support], there has been no satisfactory resolution.

Given the circumstances, I kindly request your immediate attention to expedite the resolution of my issues regarding the travel insurance connected to my travel package. I would appreciate a prompt response outlining how you intend to address my concerns.

Thank you for your attention to this matter. I look forward to your swift reply.

Sincerely,

[Your Name]  
[Your Address]  
[City, State, Zip Code]  
[Your Email Address]  
[Your Phone Number]