

Gift Card Redemption Issue Complaint

[Your Name]

[Your Address]

[City, State, ZIP Code]

[Email Address]

[Phone Number]

Date: [Current Date]

Customer Service Department

[Company Name]

[Company Address]

[City, State, ZIP Code]

Dear Customer Service,

I am writing to formally complain regarding an issue I encountered with the redemption of my gift card [Gift Card Number] issued by your company.

On [Date of Attempted Redemption], I attempted to use my gift card at [Store/Website Name] for [Description of Purchase]. Unfortunately, I received an error message indicating that the card could not be redeemed. I have confirmed that the card has not expired and should have the sufficient balance for the intended purchase.

Despite my attempts to resolve this matter through your customer support channels, I have not received a satisfactory response. I kindly request your immediate attention to this issue and guidance on how I may resolve it.

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

Sincerely,

[Your Name]