

Credit Card Statement Explanation

Date: [Insert Date]

To: [Customer's Name]

[Customer's Address]

Subject: Explanation of Reward Points Discrepancy

Dear [Customer's Name],

We hope this message finds you well. We are writing to address your recent inquiry regarding the discrepancy in your reward points as reflected in your credit card statement.

After reviewing your account, we found that the discrepancy is due to [insert reason: e.g., a pending transaction, promotional adjustments, or technical error]. While we strive to ensure that all transactions and earnings are accurately recorded, occasional errors can occur.

Your current reward points balance is [insert current balance], and the breakdown is as follows:

- Points Earned: [insert total points earned]
- Points Redeemed: [insert total points redeemed]
- Pending Transactions: [insert points from pending transactions]

We sincerely apologize for any confusion this may have caused and appreciate your understanding. If you have further questions or require additional assistance, please feel free to reach out to our customer service team at [insert contact information].

Thank you for your continued loyalty.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]