

# Customer Grievance Regarding Loyalty Card

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

Customer Service Department

[Company Name]

[Company Address]

[City, State, Zip Code]

Dear Customer Service Team,

I am writing to express my dissatisfaction regarding the issues I have encountered with my loyalty card program. My loyalty card number is [Insert Card Number].

On [Insert Date], I attempted to redeem my points/promo but was unable to do so due to [describe the issue in detail]. This experience has been frustrating and disappointing, as I have been a loyal customer of [Company Name] for [duration of membership].

I request your urgent attention to rectify this matter. Please provide guidance on how to resolve this issue and restore my loyalty card benefits.

Thank you for your prompt attention to my grievance. I look forward to your swift response.

Sincerely,

[Your Name]