

Points Redemption Complaint Letter

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, Zip Code]

[Your Email]

[Your Phone Number]

To Whom It May Concern,

I am writing to formally lodge a complaint regarding my experience with the points redemption process associated with my account ([Your Account Number]).

I have accumulated [number of points] points over [duration] through various transactions and promotions. However, when I attempted to redeem my points for [desired reward], I encountered several issues:

- [Issue 1: description]
- [Issue 2: description]
- [Issue 3: description]

These issues have caused significant frustration, and I believe they require your urgent attention. I would appreciate it if you could investigate this matter and provide clarification regarding the redemption process, as well as expedite my redemption request.

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

Sincerely,

[Your Name]