

Complaint Regarding Prepaid Balance Refund

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, Zip Code]

[Your Email Address]

[Your Phone Number]

To: [Company Name]

[Company Address]

[City, State, Zip Code]

Dear [Customer Service Team/Specific Name],

I am writing to formally request a refund of my prepaid balance, which I have been unable to access despite multiple attempts to resolve the issue. My account number is [Insert Account Number] and the balance in question is [Insert Amount].

On [Insert Date], I [explain any actions taken, such as contacted customer support], but I have yet to receive a satisfactory resolution.

According to your company's policy, I believe I am entitled to this refund, and I kindly urge you to expedite this process.

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

Sincerely,

[Your Name]