

# Important Notification Regarding Your Credit Card Points

Dear [Customer Name],

We hope this message finds you well. We are writing to inform you that due to [reason for points loss, e.g., inactivity, expiration date], your accumulated credit card points have unfortunately expired.

Your previous points balance was [points amount], and as of [date], your new points balance is [new points amount]. We understand that this may be disappointing news, and we want to assure you that we value your loyalty.

If you have any questions or need assistance, please feel free to contact our customer service team at [customer service phone number] or [email address].

Thank you for your understanding.

Sincerely,  
[Your Company Name]  
[Your Company Contact Information]