

# Complaint Regarding 24-Hour Credit Card Support Responsiveness

Date: [Insert Date]

To: [Credit Card Company Name]

Customer Service Department

[Company Address]

[City, State, Zip Code]

Dear Customer Service Team,

I am writing to formally express my dissatisfaction with the responsiveness of your 24-hour support line regarding my credit card issues.

On [insert date], I attempted to contact customer support at [insert time], and I was met with extremely long wait times, resulting in my call being disconnected without any assistance. This experience has left me frustrated and concerned about the level of support provided to customers.

As a loyal customer, I expected timely and effective assistance to resolve my credit card concerns. I kindly request that you address this issue to improve the experience for all your customers. Additionally, I would appreciate any information on how my concerns will be handled.

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

Sincerely,

[Your Name]

[Your Address]

[City, State, Zip Code]

[Your Email]

[Your Phone Number]