

# Escalation of Support Issues for Credit Card Services

Date: [Insert Date]

To: [Manager's Name]  
[Title]  
[Company Name]  
[Company Address]  
[City, State, Zip Code]

Dear [Manager's Name],

I am writing to formally escalate an ongoing issue related to the 24-hour support services for my credit card account. Despite multiple attempts to resolve my concerns through the standard support channels, I have experienced inadequate responses and delays that have not been acceptable.

Details of the Issue:

- **Account Number:** [Insert Account Number]
- **Incident Dates:** [List Incident Dates]
- **Nature of the Issue:** [Describe the Issue]
- **Previous Correspondence:** [Briefly Mention Previous Communications]

The lack of prompt and effective support not only causes significant inconvenience but also raises concerns regarding the reliability of your services. I urge you to look into this matter and provide a timely resolution.

Please contact me directly at [Your Phone Number] or [Your Email Address] to discuss this issue further. I hope to hear back from you soon to resolve this matter amicably.

Thank you for your attention to this urgent issue.

Sincerely,

[Your Name]  
[Your Address]  
[City, State, Zip Code]  
[Your Phone Number]  
[Your Email Address]