

Letter of Complaint Regarding Lost Card Liability

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, ZIP Code]

[Email Address]

[Phone Number]

Customer Service Department

[Credit Card Company Name]

[Company Address]

[City, State, ZIP Code]

Subject: Escalation of Complaint Regarding Lost Card Liability

Dear Sir/Madam,

I am writing to formally escalate my complaint regarding liability issues related to my lost credit card, associated with account number [last four digits of your card].

On [date the card was lost], I reported the loss of my credit card to your customer service department. I was assured that any unauthorized transactions would be resolved. However, I have noticed charges still appear on my statement, which I believe are in error.

Please investigate this matter urgently. I would appreciate a prompt response detailing the steps being taken to resolve these issues. Failure to address my concerns will compel me to escalate further.

Thank you for your attention to this matter.

Sincerely,

[Your Name]

[Your Signature (if sending a hard copy)]