

Credit Card Complaint Escalation

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

Customer Service Department
[Bank/Company Name]
[Bank Address]
[City, State, Zip Code]

Dear Customer Service Team,

I am writing to formally escalate my complaint regarding missed payments on my credit card account, [Account Number], which has caused significant concern and distress. Despite my previous communications on [dates of previous communications], I have not received a satisfactory resolution.

Details of the issue:

- Payment due date: [insert date]
- Amount due: [insert amount]
- Reasons for the missed payment: [brief explanation]
- Your company's response: [brief summary of previous communications]

I believe this matter requires immediate attention to avoid further negative impact on my credit score and to address my concerns appropriately. I am requesting a review of my account, and I seek a waiver of any late fees associated with this issue considering the circumstances.

Please contact me at your earliest convenience to confirm receipt of this letter and provide an update on how this issue will be resolved. I look forward to your prompt response.

Thank you for your attention to this matter.

Sincerely,
[Your Name]