

# Complaint Escalation regarding Reward Points Issues

Date: [Insert Date]

To: Customer Service Manager

[Credit Card Company Name]

[Company Address]

[City, State, Zip Code]

Dear Customer Service Manager,

I am writing to formally escalate my complaint regarding the reward points issues I have been experiencing with my credit card account (Account Number: [Insert Account Number]). Despite my previous attempts to resolve this matter through your customer service team, I have not received a satisfactory resolution.

On [Insert Date of Initial Complaint], I contacted customer service to inquire about the discrepancy in my reward points balance. I was assured that the issue would be investigated; however, as of today, [Insert Date], I have not received any updates on the progress.

As a loyal customer of [Credit Card Company Name], I find this lack of communication and resolution quite frustrating. I kindly request that this issue be escalated and handled with urgency. I expect a detailed explanation of the reward points discrepancy and a timeline for resolution.

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]