

Dispute of Loyalty Points Balance

Date: [Insert Date]

Customer Service Department

[Company Name]

[Company Address]

[City, State, Zip Code]

Dear Customer Service Team,

I am writing to formally dispute the balance of my loyalty points associated with my account ([Your Account Number]) as I believe there is an error.

According to my records, I have accumulated a total of [insert expected points], but my current balance reflects only [insert current points]. I have engaged in [mention any recent transactions or promotions] and expected that these would contribute to my points total accordingly.

Could you please investigate this matter and provide clarification on the points discrepancy? I value my relationship with [Company Name] and look forward to resolving this issue promptly.

Thank you for your attention to this matter. I appreciate your assistance.

Sincerely,

[Your Name]

[Your Address]

[City, State, Zip Code]

[Your Phone Number]

[Your Email Address]