

Request for Loyalty Points Correction

To: Customer Service Team

Date: [Insert Date]

Dear Customer Service Team,

I hope this message finds you well. I am writing to formally request a correction to my loyalty points balance associated with my account (Account Number: [Insert Account Number]).

Upon reviewing my recent transactions, I noticed a discrepancy in my points total. According to my records, I should have received [Insert Number] points for my purchase made on [Insert Date of Purchase], but my account currently reflects only [Insert Current Points].

I have attached copies of my receipts and relevant transaction details for your reference. I kindly ask that you review my request and make the necessary adjustments to my loyalty points balance.

Thank you for your attention to this matter. I look forward to your prompt response.

Sincerely,

[Your Full Name]

[Your Contact Information]