

Dear [Customer's Name],

We hope this message finds you well. We are reaching out to inform you that we have identified a discrepancy in your loyalty points account.

As of [Date], it appears that you are missing [Number] loyalty points that should have been credited to your account based on your recent transactions.

Please rest assured that we are investigating the issue and will ensure that your missing points are credited to your account promptly.

If you have any questions or require further assistance, please do not hesitate to contact our customer support team at [Contact Information].

Thank you for your understanding and continued loyalty.

Sincerely,
[Your Company Name]
[Your Company Contact Information]