

Complaint Regarding Extra Baggage Fees

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, ZIP Code]

[Email Address]

[Phone Number]

Customer Service Department

[Airline Name]

[Airline Address]

[City, State, ZIP Code]

Dear Customer Service Team,

I hope this message finds you well. I am writing to formally address a concern regarding the extra baggage fees I incurred during my recent travels with [Airline Name]. As a frequent flyer and loyal customer, I have always appreciated the service your airline provides.

On [insert date of travel], I traveled on flight [insert flight number] from [departure city] to [arrival city]. Unfortunately, I was charged an unexpected extra baggage fee of [insert fee amount]. I believe this charge was unwarranted due to my adherence to the baggage policy outlined on your website and during my booking.

As a loyal frequent flyer, I would appreciate a review of this fee and a possible refund in light of my consistent patronage and understanding of your fare structure.

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

Sincerely,

[Your Name]