

[Your Name]
[Your Address]
[City, State, Zip Code]
[Email Address]
[Phone Number]
[Date]

[Recipient's Name]
[Recipient's Title]
[Company Name]
[Company Address]
[City, State, Zip Code]

Dear [Recipient's Name],

I am writing to formally complain about the missing payment records associated with my account ([Your Account Number]) at [Company Name]. Despite several attempts to resolve this issue through your customer service, I have not received satisfactory assistance.

On [Date of Transaction], I made a payment of [Amount] which was confirmed via [Payment Method]. However, this payment seems to be unaccounted for in your records. I have attached all relevant documentation for your review.

I request that you investigate this matter promptly and provide an update at your earliest convenience. If necessary, please feel free to contact me via the information provided above.

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

Sincerely,

[Your Name]