

# Formal Complaint Regarding False Information in Promotional Materials

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

[Recipient Name]  
[Company Name]  
[Company Address]  
[City, State, Zip Code]

Dear [Recipient Name],

I am writing to formally lodge a complaint regarding misleading information presented in your recent promotional materials. On [Date of Incident], I came across your advertisement/email/brochure which claimed [specific false information].

This information is not only inaccurate but has caused [explain the impact, e.g., financial loss, inconvenience, trust issues, etc.]. I have previously reached out to your customer service team on [date] but did not receive an adequate response.

As a valued customer, I believe that clear and honest communication is paramount. I urge you to investigate this matter and correct the information in your promotional materials. Additionally, I would appreciate a formal apology and assurance that measures will be taken to prevent this from happening in the future.

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

Sincerely,

[Your Name]