

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

Customer Service Department
Travel Insurance Company Name
Company Address
City, State, Zip Code

Dear Customer Service Manager,

I am writing to formally express my dissatisfaction with the customer service I received from your company regarding my travel insurance policy (Policy Number: XXXXXXXX). Despite my expectations for a professional and responsive service, I encountered several issues during my recent interactions with your team.

On [date], I contacted your customer support regarding [specific issue or claim]. I experienced [describe the specific problems, e.g., long wait times, unhelpful responses, rudeness]. This was not only frustrating but also disappointing considering the reputation of your company.

Due to these unresolved issues, I am seeking a prompt response and resolution to my concerns. I would appreciate it if you could address this matter within the next [specify a timeframe, e.g., two weeks]. I hope that my ongoing concerns will be addressed adequately to restore my confidence in your services.

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

Sincerely,
[Your Name]