

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

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

Subject: Formal Complaint Regarding Misleading Travel Insurance Policy Details

Dear Customer Service Team,

I am writing to formally express my dissatisfaction with the travel insurance policy I purchased from your company on [purchase date], policy number [policy number]. Upon reviewing the policy details, I have found several discrepancies and misleading information that I believe warrant immediate attention.

The policy documentation indicated [specific misleading details], which were significant factors in my decision to purchase coverage. However, upon attempting to make a claim, I discovered that the actual terms and conditions state [actual terms or conditions], which contradicts the information initially provided.

This misleading information has caused me considerable frustration and financial burden. I respectfully request a thorough review of my complaint, and I urge you to take appropriate actions regarding this matter.

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

Sincerely,
[Your Name]