

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

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

Dear Customer Service,

I am writing to formally express my complaint regarding my inability to access the policy documents for my travel insurance.

Despite multiple attempts to retrieve these documents from your website and customer service, I have been unsuccessful. As a policyholder, it is essential for me to have access to these documents for my records and to be fully informed about my coverage details.

I kindly request that you provide me with the necessary documents or assist me in accessing them promptly. Your immediate attention to this matter would be greatly appreciated.

Thank you for your prompt response.

Sincerely,
Your Name