

Formal Complaint Regarding Unresponsive Travel Insurance Claims Department

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

Claims Department

[Insurance Company Name]

[Company Address]

[City, State, Zip Code]

Dear Claims Department,

I am writing to formally file a complaint regarding the lack of response from your travel insurance claims department. My claim, submitted on [insert claim submission date], with claim number [insert claim number], has not received any acknowledgment or update despite my multiple attempts to reach out via phone and email.

This lack of communication has caused significant inconvenience and anxiety during an already stressful time. According to your company policy, claims should be addressed within [insert specific timeframe] and I believe this timeframe has been exceeded.

I kindly request an immediate review of my claim and a prompt response regarding its status. I would appreciate it if you could provide detailed information on why I have not received any updates and what steps will be taken to expedite the process.

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

Sincerely,

[Your Name]