

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

Customer Service

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

Subject: Complaint Regarding [Specific Issue]

Dear Customer Service Team,

I am writing to formally lodge a complaint regarding my experience with your eWallet service.

On [Date of Incident], I encountered an issue that [briefly describe the issue, e.g., failed transaction, unauthorized charges, etc.]. Despite my attempts to resolve this through [mention any prior communication or attempts made to resolve the issue], I have not yet received a satisfactory resolution.

The details of the transaction are as follows:

- Transaction ID: [Transaction ID]
- Amount: [Transaction Amount]
- Date of Transaction: [Date]

I would appreciate your prompt attention to this matter and a resolution at your earliest convenience.

Thank you for your assistance.

Sincerely,

[Your Name]