

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

Customer Service

Lyft, Inc.

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

Dear Lyft Customer Service,

I am writing to formally express my dissatisfaction with a recent experience I had using your services on [date of the incident]. My ride, which was booked through the Lyft app, had several issues that I believe need to be addressed.

Firstly, [describe the issue, e.g., the driver arrived late, the driver was unprofessional, the vehicle was in poor condition, etc.]. This not only caused inconvenience but also affected my plans for the day. Additionally, [mention any other concerns or issues, e.g., payment discrepancies, app malfunctions, inadequate customer service support, etc.]. I attempted to resolve this through your customer support, but [explain the outcome, e.g., they were unhelpful, did not respond, etc.]. I value Lyft's services and have been a loyal customer for [duration], but this incident has left me disappointed. I hope you will take this complaint seriously and provide a resolution. I would appreciate a response addressing this situation and what actions will be taken to prevent similar experiences in the future.

Thank you for your attention to this matter.

Sincerely,

[Your Name]