

[Your Name]
[Your Address]
[City, Postcode]
[Email Address]
[Phone Number]
[Date]

Customer Service Team
Transport for London
4th Floor, 14 Pier Walk
London SE10 0ES

Dear Sir/Madam,

Subject: Complaint Regarding Oyster Card Issues

I am writing to formally lodge a complaint regarding the issues I have been experiencing with my Oyster card ([insert card number if applicable]).

[Briefly explain the issue, including specific details such as dates, locations, and any relevant circumstances.]

Despite my attempts to resolve this matter via your customer service channels, I have not received a satisfactory resolution. [Mention any previous communication, reference numbers, or responses received.]

I kindly request that you address this problem as soon as possible and provide me with a resolution or explanation regarding this matter.

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

Yours sincerely,

[Your Name]