

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

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

Dear Sir/Madam,

Subject: Request for Oyster Card Assistance

I hope this letter finds you well. I am writing to seek assistance regarding my Oyster Card, which has been experiencing issues that require your attention.

I purchased my Oyster Card on [purchase date] and have been using it regularly for my journeys across London. Unfortunately, I noticed [describe the issue, e.g., "the card is not being recognized at ticket barriers" or "the balance is not updating correctly"]. This issue has caused considerable inconvenience during my travels.

Details of my Oyster Card are as follows:

- Card Number: [Your Card Number]
- Issue Date: [Issue Date]
- Current Balance: [Current Balance, if relevant]

I would appreciate if you could provide guidance on how to resolve this problem. If necessary, I am willing to return the card to your office for inspection or replacement.

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

Sincerely,

[Your Name]

[Your Signature (if sending a hard copy)]