

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

Customer Services  
Transport for London  
4th Floor, 14 Jones Street  
London, WC1R 4HZ

Dear Sir/Madam,

Subject: Complaint Regarding Oyster Card Issue

I am writing to formally express my dissatisfaction with the recent experience I had while using my Oyster card.

On [specific date], I attempted to [describe specific issue, e.g., "tap in at a station" or "add credit to my card"], and encountered [describe the problem, e.g., "an error message" or "a malfunction with the card"]. Despite following the standard procedures, the issue persisted, causing significant inconvenience.

I have used my Oyster card regularly for [duration of usage] and have always appreciated the efficiency of the service. However, this incident has raised concerns about the reliability of the system.

I would appreciate it if you could investigate this matter and provide me with a resolution. Additionally, I would like to know if there are any steps I should take to prevent similar issues in the future.

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

Sincerely,

[Your Name]