

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

Customer Service  
Transport for London  
4th Floor, 14-16 Cockspur Street  
London, SW1Y 5BL

Dear Customer Service Team,  
Subject: Oyster Card Refund Request

I am writing to request a refund for my Oyster card [insert card number] that I have been unable to use due to [brief explanation of the issue, e.g., card being lost, damaged, or unused].

Details of the card are as follows:

- Card number: [insert card number]
- Date of purchase: [insert date]
- Amount on card: [insert amount, if applicable]

I would appreciate it if you could process my refund at your earliest convenience. I have attached any relevant documents, such as a copy of my card and proof of purchase, for your reference.

Thank you for your assistance. I look forward to your prompt reply.

Sincerely,

[Your Name]  
[Your Signature, if sending a hard copy]