

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

Customer Support
Uber Technologies, Inc.
1455 Market St #400
San Francisco, CA 94103

Dear Uber Customer Support,

I am writing to formally express my dissatisfaction with a recent experience I had while using your service on [date of incident]. My ride was scheduled from [pickup location] to [destination], and unfortunately, it did not meet the expectations one would typically have from Uber. [Briefly describe the issue you encountered, e.g., driver arrived late, poor behavior, vehicle condition, etc.]

As a loyal customer, I have always appreciated Uber's commitment to quality service; however, this experience was disappointing and not reflective of those standards. I have attached [any supporting documents, e.g., receipts, screenshots, etc.] for your reference.

I hope to receive a prompt response regarding this matter and any appropriate actions that can be taken to address my concerns. Thank you for your attention to this issue.

Sincerely,

[Your Name]
[Your Uber Account Details (if necessary)]