

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

Customer Service

Xtra.co.nz

[Company Address]  
[City, State, Zip Code]

Dear Customer Service Team,

Subject: Complaint Regarding [Issue]

I am writing to formally express my dissatisfaction with [specific issue] that I have experienced with [service/product] from Xtra.co.nz on [date of occurrence].

[Explain the details of the issue, including what happened, any relevant account numbers, order numbers, or other identifying information.]

Despite my previous attempts to resolve this issue through [mention any prior communication], I have not received an adequate response or solution.

I request that you address this matter promptly and provide a satisfactory resolution, such as [state your desired outcome].

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

Sincerely,

[Your Name]

[Optional: Your Account Number]