

[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: Request for Adjustment Regarding Account Issues

I hope this message finds you well. I am writing to formally request an adjustment relating to my account (Account Number: [Your Account Number]) with Xtra.co.nz.

[Briefly explain the issue you have encountered, including any relevant details, dates, and transactions.]

Given this circumstance, I kindly request [specify the adjustment you are seeking, such as a refund, credit, or service correction].

I appreciate your prompt attention to this matter and look forward to your response. Please feel free to reach out to me at [your phone number] or [your email address] if you need any more information.

Thank you for your assistance.

Sincerely,

[Your Name]
[Your Title, if applicable]
[Your Company Name, if applicable]