

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

Customer Service
Transport for London
14 Windsor House
50 Victoria Embankment
London, SW1A 2JR

Dear Sir/Madam,

Subject: Complaint Regarding Oyster Card Issues

I am writing to express my disappointment regarding an issue I encountered with my Oyster card on [specific date]. Despite my attempts to resolve the matter, I have not received satisfactory support.

Details of the issue are as follows:

- Oyster Card Number: [Your Oyster Card Number]
- Incident Date: [Date of Incident]
- Description of the Issue: [Briefly explain the issue, e.g., incorrect charge, card not working, etc.]

I have already attempted to [mention any actions taken, e.g., contacted customer service, visited a ticket office], but unfortunately, my concerns remain unresolved. I trust that Transport for London takes customer feedback seriously and hope for a prompt resolution to this matter.

I look forward to your response.

Sincerely,

[Your Name]