Oyster Card Issue Reporting Template

Date of Report: [Insert Date]

Your Name: [Insert Name]

Contact Information:
- Email: [Insert Email]
- Phone Number: [Insert Phone Number]

Oyster Card Number: [Insert Card Number]

Issue Type:
- [ ] Card not working
- [ ] Wrong balance
- [ ] Refund request
- [ ] Other: [Specify]

Description of the Issue:
[Provide a detailed description of the issue you are experiencing with your Oyster card.]

Steps Taken:
1. [Detail any actions you have already taken to resolve the issue.]
2. [List any customer service interactions, including dates and any reference numbers.]

Desired Resolution:
[Specify what you would like to happen to resolve the issue, e.g., refund, replacement card, etc.]

Attachments:
[ ] Yes (Please list any attached files, such as screenshots, receipts, etc.)
[ ] No

Thank you for your assistance!

[Sign Off]