

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

Customer Service

XL [Company Name or Department]

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

Dear Sir/Madam,

Subject: Formal Complaint Regarding [Issue]

I am writing to formally express my dissatisfaction with [describe the specific issue] related to my account or experience with XL.

[Provide a detailed description of the issue, including any relevant dates, times, and names of representatives you may have spoken to.]

Despite my efforts to resolve this matter by [mention any previous communications or attempts to resolve the issue], I have not received a satisfactory response or resolution.

I am requesting [clearly state what you would like as a resolution, e.g., a refund, a correction, compensation, etc.]. I believe this is a reasonable request considering the circumstances.

Please find attached all relevant documentation to support my complaint.

I look forward to your prompt response and a resolution to this matter within [time frame, e.g., 14 days].

Thank you for your attention to this issue.

Sincerely,

[Your Name]