

[Your Name]
[Your Address]
[Your Phone Number]
[Your Email Address]

[Date]

[Customer Service Department / Manager Name]
[Company Name]
[Company Address]

Subject: Formal Grievance Regarding Missing Promotional Cash Back - Order #[Order Number]

Dear Customer Service Team,

I am writing to formally lodge a grievance regarding a promotional cash back reward that has not been credited to my account. On [Date of Purchase], I made a purchase of [Product/Service Name] totaling [Amount paid] under the promotion titled "[Name of Promotion]".

According to the terms of the offer, I was entitled to receive a cash back amount of [Amount of Cash Back]. However, the expected timeframe for this credit has passed, and the funds have not yet appeared in my [Account/Wallet/Statement].

I have attached copies of my order confirmation and a screenshot of the promotional offer for your reference. I have already attempted to resolve this via [Chat/Phone] on [Date] but have not received a satisfactory resolution.

I request that you investigate this matter and credit the missing [Amount] to my account immediately. Please confirm receipt of this letter and provide an update on the status of my request within [Number of Days] business days.

Thank you for your prompt attention to this matter.

Sincerely,

[Your Signature]

[Your Printed Name]
[Account Number/Username]