

[Your Name/Company Name]

[Your Address]

[City, State, Zip Code]

[Your Email]

[Your Phone Number]

[Date]

[Recipient Name]

[Recipient Title]

[Company Name]

[Address]

[City, State, Zip Code]

Subject: Formal Claim for Compensation Regarding System Outage on [Date]

Dear [Recipient Name],

I am writing to formally request compensation for financial losses incurred due to a service outage that occurred on [Date] between the hours of [Start Time] and [End Time].

During this period, I was unable to access [Name of Service/Platform]. As a direct result of this interruption, I have suffered a financial loss totaling [Currency Amount]. This loss is attributed to:

- [Reason 1: e.g., Lost sales/orders during downtime]
- [Reason 2: e.g., Penalties for missed deadlines]
- [Reason 3: e.g., Labor costs for idle employees]

Attached to this letter are documents supporting this claim, including [List attachments, e.g., transaction logs, screenshots, or financial statements].

As per our service agreement regarding [Service Level Agreement/Uptime Guarantee], I expect a fair resolution to this matter. I am requesting [Specify request: e.g., a direct refund, credit to my account, or monetary payment] in the amount of [Currency Amount].

I look forward to your response and a prompt resolution to this claim within [Number] business days.

Sincerely,

[Your Signature]

[Your Printed Name]

[Account Number/Reference Number]