Sandra Gordon

345, Pleasant Street

Birmingham

18th May, 2007.

Ref: Replacing Credit Card No: 123456890

Ms. Danielle Jones

Manager

Bank of London

London.

Dear Ms. Jones,

This is with reference to the Credit Card No: 123456890 which is in my name i.e. Sandra Gordon.

The Credit Card got damaged in an accident and is now unusable.  I had spoken to the Customer Care people on 5th May and was assured that it would be replaced within the week.  Inspite of my repeated phone calls and requests the matter has not yet been resolved.

As a customer of your Bank for the past 20 years, I had expected better service from you.  I request you to kindly look into the matter and send me a replacement card within the week.

Thanking You,

Sincerely,

Sandra Gordon