

Sample Effective Complaint letter

Car rental damage claim

MY DETAILS

Name: Jane Doe

Loyalty account: Hertz Gold 567654

Reservation/PNR number: HU34521

Date problem began: March 12, 2026

Case number (if assigned): VR123456

Value of complaint: \$2500

Customer since: April 2010

Hello there!

I'm writing about what I think is a simple problem to fix. I hope you can help me.

On March 12, 2026, I returned my Hertz rental to DFW and received a timestamped receipt. Before leaving the lot. On April 30, almost two months later, Hertz sent me a \$2,500 repair bill for damage to the rental car. I believe I have been mistakenly charged for this damage.

- When I picked up this rental car on March 8, I took extensive photos and a video of the vehicle.
- On return, I took another set of photos of the rental car.
- Additionally, I filled out a pre- and post-rental inspection form that I can share with you.

I'm confident that my documentation shows that I didn't damage this rental car. I would like the charges to be removed from my account. Please let me know if there's anything else I need to provide to you to make that happen.

Thank you!

Sincerely,

Jane Doe

555-555-5555

JaneDoe@proton.com

