

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 seems like 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. Almost two months later, on April 30, Hertz sent me a \$2,500 repair bill for the rental car. I believe I have been mistakenly charged for damage I did not cause.

- When I picked up this rental car on March 8, I took extensive photos and a video of the vehicle.
- When I returned it, 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 my documentation shows I didn't damage the rental car. I would like the charges 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