Smt. Shilpa Brahme,

19 Pratham Citadel, Near Bright School,

Vasna Bhayali Road,

Vadodara, Gujrat, India.

[Date]

Brentswoods International Ltd,

Corporate office at: A-41, MCID, Mathura Road,

New Delhi- 110 179.

Registered Office at: Country Inn, Kincreig,

Mussoorie- 248 179, Uttarakhand - India.

Subject: Deficiency in service and unfair trade practice regarding BCI Silver Flexi (ST Red) Membership

Dear Sir/Madam,

I am writing to formally complain about the deficiency in service and unfair trade practices adopted by you regarding the BCI Silver Flexi (ST Red) Membership availed by me.

On 16th July 2012, I was issued Membership Certificate No. BCIS/BRC/GJ/12/22/0001231 under the BCI Silver Flexi (ST Red) plan, valid from 1st September 2012 to 31st August 2022. For availing the said membership, I paid a total amount of Rs. 1,57,970/- vide receipts dated 30/06/2012 and 13/07/2012, as demanded by your authorized representatives. At the time of signing up, your representatives assured me that as a member, I would get an opportunity to stay and spend vacations in five-star luxurious hotels/resorts/properties not only in India but at any location worldwide, including tourist attractions during peak seasons. However, when I requested to book hotels for my Diwali vacation in July 2012 at Bengaluru, Mysore and Ooty, there was no response or confirmation from your end for several days, contrary to your assurances. Subsequently, vide email dated 22/10/2012, you offered me only standard room accommodations, despite my membership entitling me to luxurious stays as promised.

You have failed to provide the services assured and committed at the time of membership enrolment, amounting to deficiency in service and unfair trade practices. You have also failed to refund the membership amount of Rs. 1,57,970/- despite repeated requests, legal notice dated 01/03/2013 and filings of the present complaint.

In light of the above facts, you are hereby called upon to refund the entire membership amount of Rs. 1,57,970/- along with interest at 9% per annum from 15/07/2013 (date of filing the complaint) till realization within 15 days from receipt of this notice. You are further called upon to pay Rs. 2,50,000/- as compensation for mental agony, harassment and litigation costs within the same period. Failure to comply shall constrain me to initiate appropriate legal proceedings against you under the provisions of the Consumer Protection Act, 2019 at your risk, cost and consequences.

Place: Vadodara

Dated: \_\_\_\_\_\_\_\_\_

Sincerely,

[Your Signature]

Shilpa Brahme