

Subject: Clarification on Misunderstood Charges

Dear [Recipient's Name],

I hope this message finds you well. I am writing to seek clarification regarding certain charges on my recent bill dated [Date].

Upon reviewing the statement, I noticed a charge of [Amount] labeled as [Description of Charge]. I believe there may have been a misunderstanding, as I was under the impression that [Explanation or Agreement].

Could you please provide a detailed breakdown of this charge? Additionally, any relevant documentation or communication that outlines this cost would be greatly appreciated.

Thank you for your attention to this matter. I look forward to your prompt response.

Best regards,

[Your Name]

[Your Address]

[Your Email]

[Your Phone Number]