

Formal Complaint Regarding Duplicate Account Charges

[Your Name]
[Your Address]
[City, State, Zip Code]
[Email Address]
[Phone Number]
[Date]

[Recipient's Name]
[Company Name]
[Company Address]
[City, State, Zip Code]

Dear [Recipient's Name],

I am writing to formally express my concern regarding duplicate charges on my account ([Account Number]) that I noticed on [Date of Charge]. Upon reviewing my account statement, I found that I have been charged twice for the same [Product/Service] on [Date].

Despite my efforts to resolve this issue through your customer service department, I have not received a satisfactory solution. The duplicate charges total [amount], and I kindly request a full refund of this amount to my original payment method.

I appreciate your prompt attention to this matter and look forward to your response. Please feel free to contact me at your earliest convenience to discuss this issue further.

Thank you for your cooperation.

Sincerely,
[Your Name]