

# Formal Complaint Regarding Billing Discrepancies

To Whom It May Concern,

I am writing to formally address a discrepancy I have encountered in my recent billing statement for account number **123456789**. Upon reviewing the charges, I noticed several inconsistencies that require immediate attention.

Specifically, the following discrepancies were noted:

- Charge on **September 15, 2023** for **\$150.00** - This was not authorized.
- Missing credit for **\$75.00** which was supposed to be applied from the previous month.
- Duplicate charge on **September 30, 2023** for **\$100.00**.

I kindly request a prompt investigation into these charges and a correction of my billing statement. Please provide a written response as soon as possible, outlining the steps that will be taken to resolve these issues.

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

Sincerely,

**Your Name**

**Your Address**

**Your City, State, Zip Code**

**Your Email**

**Your Phone Number**