

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

Customer Service
Company Name
Company Address
City, State, Zip Code

Dear Customer Service,

I am writing to bring to your attention an issue I have encountered with my recent billing statement. My account number is [Your Account Number], and the billing period in question is [Billing Period].

Upon reviewing my statement, I noticed that I have been overcharged. The total amount due on my bill is [Amount] whereas I expected it to be [Expected Amount]. I believe this discrepancy may be due to [Explain any reason or detail about the overbilling].

I kindly request a review of my account and an explanation for the overbilling. Additionally, I would appreciate a correction to my account and a refund of the overcharged amount if applicable.

Thank you for your attention to this matter. I look forward to resolving this issue promptly. Please contact me at your earliest convenience.

Sincerely,
[Your Name]