

# Customer Complaint Regarding Unexpected Charges

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, ZIP Code]

[Email Address]

[Phone Number]

Customer Service Department

[Company Name]

[Company Address]

[City, State, ZIP Code]

Dear Customer Service Team,

I am writing to formally express my concern regarding unexpected charges that appeared on my recent billing statement dated [Insert Date]. Upon reviewing the charges, I noticed an amount of [Insert Amount] that I was not made aware of at the time of purchase.

As a loyal customer, I was surprised to see this additional charge, which I believe was not disclosed during the transaction. I kindly request an explanation for this charge and seek a resolution for its removal from my account.

Please find attached a copy of my billing statement highlighting the disputed charge for your reference.

I appreciate your prompt attention to this matter and look forward to hearing from you soon.

Sincerely,

[Your Name]