

Grievance Letter for Unauthorized Billing

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 raise a grievance regarding an unauthorized billing that occurred on my account. On [insert date], I noticed an unexpected charge of [insert amount] for a subscription that I did not authorize or sign up for.

My account number is [insert account number], and the transaction ID associated with this charge is [insert transaction ID]. I have attached relevant documentation, including my account statement, to support my claim.

I kindly request that you investigate this matter and issue a refund for the unauthorized charge at your earliest convenience. Additionally, I would appreciate an explanation of how this billing error occurred to prevent it from happening again in the future.

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

Sincerely,

[Your Name]