

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 formally address an issue I have encountered regarding unexpected charges on my recent statement dated [insert date of statement]. After thoroughly reviewing my account, I have noticed the following charges that I believe are erroneous:

- Charge Description 1 - Amount
- Charge Description 2 - Amount
- Charge Description 3 - Amount

These charges were neither communicated to me in advance nor do they align with my understanding of the services/products covered in my account. I kindly request a detailed explanation of these charges and their justification.

I appreciate your prompt attention to this matter and look forward to your response by [insert date, typically within 15 business days]. If necessary, I am willing to provide any further information or documentation to aid in resolving this issue.

Thank you for your assistance.

Sincerely,
Your Name