

# Complaint Regarding Overcharge

Date: [Insert Date]

To: [Transportation Company Name]

Customer Service Department

[Company Address]

[City, State, Zip Code]

Dear [Customer Service Manager's Name],

I am writing to formally complain about an overcharge on my recent transportation service with your company. On [Insert Date of Service], I used your service for a trip from [Pick-up Location] to [Drop-off Location].

According to my fare estimate and the confirmation received, the total charge for this service was supposed to be [Expected Amount]. However, my credit card was charged [Actual Amount]. This discrepancy of [Difference in Amount] is concerning and unjustified.

I have attached all relevant documentation, including the fare estimate and the receipt of my payment, for your review.

I would appreciate your prompt attention to this matter and a full explanation of the charge. Additionally, I request a refund of the overcharged amount within the next [Insert Timeframe].

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

Sincerely,

[Your Name]

[Your Address]

[City, State, Zip Code]

[Your Email Address]

[Your Phone Number]