

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

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

Dear Customer Service Team,

I am writing to formally contest the unexpected service fees that were applied to my recent account statement dated [insert date]. Upon reviewing the details, I noticed charges amounting to [insert amount] which were not communicated to me prior to the billing.

As a loyal customer, I believe that transparent communication is crucial, and I would appreciate a detailed explanation regarding these charges. Please find attached relevant documents supporting my claim.

Thank you for your attention to this matter. I look forward to your prompt response and a resolution to this issue.

Sincerely,  
[Your Full Name]