

Escalation Letter: Unresolved Duplicate Payment Issue

Date: [Insert Date]

To: [Recipient's Name]
[Recipient's Title]
[Company Name]
[Company Address]
[City, State, Zip Code]

Dear [Recipient's Name],

I hope this message finds you well. I am writing to formally escalate a persistent issue regarding a duplicate payment that remains unresolved despite previous communications with your team.

On [Insert Original Payment Date], I made a payment of [Insert Amount] for [Insert Purpose/Service]. However, due to an error in processing, my account was charged twice for the same transaction. I have reached out to your customer service on [Insert Dates of Previous Communications], but unfortunately, the issue has not been resolved.

The details of the transactions are as follows:

- Transaction ID: [Insert Transaction ID]
- Date of Transactions: [Insert Dates]
- Amount Charged: [Insert Amount]

I kindly request your immediate attention to this matter. I would appreciate a prompt resolution, in the form of a refund or account credit, at your earliest convenience. Should this matter remain unresolved, I will have no choice but to escalate this further through appropriate channels.

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

Best regards,

[Your Name]
[Your Title]
[Your Company Name]
[Your Contact Information]
[Your Address]