

Complaint Letter Regarding Unrecognized Charges

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,

I am writing to formally complain about unrecognized charges that have been applied to my account (Account Number: [Your Account Number]) on [date of charges]. Upon reviewing my account statement, I noticed charges totaling [amount] that I do not recall authorizing.

The specific charges in question are as follows:

- Charge 1: [Description] - [Amount]
- Charge 2: [Description] - [Amount]

I kindly request a thorough investigation into these charges. I expect a resolution within [time frame, e.g., 30 days] and would appreciate a prompt reply regarding the steps being taken to rectify this issue.

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

Sincerely,
[Your Name]