

Your Name

Your Address

City, State, ZIP Code

Email Address

Phone Number

Date

Customer Service Department

Credit Card Company Name

Company Address

City, State, ZIP Code

Dear Customer Service Manager,

I am writing to formally appeal the recent decision regarding my claim of credit card fraud associated with my account (Account Number: XXXX-XXXX-XXXX-1234). On [date of the incident], I noticed several unauthorized transactions that were made without my consent.

I submitted my fraud claim on [date of claim submission] and provided all necessary documentation, including a police report and a list of disputed transactions. However, I was informed on [date of decision] that my claim had been denied. I believe this decision was made in error as I have never authorized these transactions.

I kindly request a thorough review of my case, as I am concerned about the accuracy and fairness of the initial investigation. I am a long-time customer, and this issue has caused significant distress.

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

Sincerely,

Your Signature (if sending a hard copy)

Your Printed Name