

Complaint Regarding Unexpected Foreign Transaction Costs

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

Customer Service Department
Name of the Bank/Company
Address of the Bank/Company
City, State, Zip Code

Dear Customer Service Team,

I am writing to formally complain about unexpected foreign transaction costs that were applied to my account during a recent international purchase. On [Date of Transaction], I made a transaction of [Amount] in [Currency] at [Merchant Name], yet I was charged a total of [Total Amount] after foreign transaction fees.

Upon reviewing my account statement, I was surprised to find that these fees were not disclosed prior to the transaction, nor was I made aware of any potential charges related to foreign transactions. As a loyal customer, I believe transparency regarding such costs is crucial.

I kindly request a detailed breakdown of the fees applied to this transaction and, if possible, a reversal of these charges. I appreciate your prompt attention to this matter and look forward to your swift resolution.

Thank you for your assistance.

Sincerely,
Your Name