

Formal Complaint Regarding Misleading Billing Statements

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 Manager,

I am writing to formally complain about the misleading billing statements I have received from your company over the past few months. My account number is [Your Account Number].

On [specific date], I noticed discrepancies in my billing statement, which included charges that I did not authorize or expect. Specifically, I was billed for [describe the charges], which is inconsistent with the service agreement I have with your company.

Despite my attempts to resolve this issue via phone on [dates], I have yet to receive a satisfactory response. I am deeply concerned that these misleading charges have not only resulted in financial discrepancies but have also caused significant inconvenience.

I kindly request an immediate review of my account and a detailed explanation of the charges, along with a prompt correction of the billing errors. I look forward to your swift action in this matter and hope to resolve this issue amicably.

Thank you for your attention to this urgent matter.

Sincerely,
[Your Name]