

Formal Complaint Regarding Overcharged Fees

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 Department,

I am writing to formally address an issue regarding an overcharge on my account (Account Number: [Your Account Number]). Upon reviewing my recent statement dated [Statement Date], I noticed that my account has been charged an amount of [Overcharged Amount], which exceeds the agreed-upon fees.

According to our contract, the charges should not exceed [Correct Amount]. I believe this discrepancy to be an error and kindly request a detailed breakdown of the charges applied to my account.

I expect a prompt resolution to this matter, including a refund of the overcharged amount. Please respond to this complaint within [Time Frame, e.g., 14 days] to confirm the actions taken.

Thank you for your attention to this matter.

Sincerely,
[Your Name]