

# Formal Complaint Regarding Unauthorized Charges

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Recipient's Name]

[Company Name]

[Company Address]

[City, State, Zip Code]

Dear [Recipient's Name],

I am writing to formally lodge a complaint regarding unauthorized charges on my internet bill for the month of [Insert Month]. My account number is [Insert Account Number]. Upon reviewing my bill, I noticed an unrecognized charge of [Insert Amount] which I did not authorize.

Despite my efforts to resolve this issue through your customer service department on [Insert Date(s) of Contact], I have received no satisfactory resolution. Therefore, I kindly request a thorough investigation into this matter and a prompt refund of the unauthorized charges.

Please provide a written response to this letter within [Insert Number of Days] days. Thank you for your attention to this important matter.

Sincerely,

[Your Name]