

Your Name

Your Address

City, State, ZIP Code

Email Address

Phone Number

Date

Manager's Name

Company Name

Company Address

City, State, ZIP Code

Dear [Manager's Name],

I am writing to formally express my complaint regarding unauthorized billing practices that I have encountered with your company.

On [specific date], I noticed a charge of [amount] on my account that I did not authorize or expect. This charge appears to be linked to [describe the service or product], which I had not agreed to or signed up for.

I have attempted to resolve this issue by contacting your customer service team on [dates you contacted them], but have not received a satisfactory response or resolution.

As a loyal customer, I am disappointed by this experience and request that you investigate this matter promptly. I would like a refund of the unauthorized charge and an assurance that such practices will not occur in the future.

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

Sincerely,

[Your Name]