

Formal Complaint Regarding Incorrect Billing

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, Zip Code]

[Your Email Address]

[Your Phone Number]

Customer Service Department

[Airline Company Name]

[Airline Address]

[City, State, Zip Code]

Dear Customer Service Team,

I am writing to formally lodge a complaint regarding an incorrect billing issue that I have encountered with your airline. My name is [Your Name], and I recently booked a flight through your airline (Booking Reference: [Insert Booking Reference]) scheduled for [Insert Flight Date] from [Insert Departure City] to [Insert Arrival City].

Upon reviewing my billing statement, I noticed an error in the amount charged to my credit card. The total charged was [\$Incorrect Amount], while I was quoted [\$Correct Amount] at the time of booking. I have attached documentation supporting my claim, including my booking confirmation and the billing statement from my credit card.

I would appreciate your prompt attention to this matter and request a correction of the billing error. I look forward to your response and a resolution to this issue at your earliest convenience.

Thank you for your immediate attention to this matter.

Sincerely,

[Your Name]