

Formal Complaint Regarding Incorrect Postage Billing

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 an issue I have encountered regarding incorrect postage billing on my recent transaction. On [insert date], I paid for postage through your service, and my account was charged [insert incorrect amount]. However, the correct postage should have been [insert correct amount].

Despite my attempts to resolve this discrepancy through your customer service representatives on [insert dates of communication], I have not received a satisfactory response or resolution.

I kindly request that you investigate this matter promptly and correct the billing error. I expect a response within [insert reasonable timeframe] regarding how this issue will be rectified.

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

Sincerely,
Your Name