

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 Team,

I am writing to formally complain about an incorrect charge on my account (Account Number: [Your Account Number]). On [Date of Charge], I noticed a charge of [Amount] that I believe is incorrect as I have [explain the reason, e.g., cancelled subscription, returned product, etc.].

Despite my attempts to resolve this issue through your customer service hotline on [Date], I have not received a satisfactory response. I kindly request that you investigate this matter and rectify the charge at your earliest convenience.

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

Sincerely,  
Your Name