

Your Name
Your Address
City, State, Zip Code
Email Address
Phone Number
Date

Customer Service
Company Name
Company Address
City, State, Zip Code

Dear Customer Service,

I am writing to formally lodge a complaint regarding unauthorized charges on my account. On [insert date], I discovered charges totaling [insert amount] that were applied to my account without my consent.

These charges include [list the charges and any relevant transaction details]. I have not authorized these transactions, nor do I have any record of purchasing these services or products.

I kindly request that you investigate this matter promptly and provide a resolution. I expect a full refund of the unauthorized charges, along with any relevant information regarding how these charges were processed.

Please feel free to contact me at [your phone number] or [your email address] should you require any further information regarding this matter.

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

Sincerely,
[Your Name]