

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 complain about unauthorized charges that have appeared on my account. On [date], I noticed a charge of [amount] labeled as [description] on my statement, which I did not authorize.

Upon reviewing my account, I found no record of authorization for this transaction. I request a full investigation into this matter and a refund of the charged amount. Additionally, I kindly ask that you review your billing practices to prevent future occurrences.

Please respond to this complaint at your earliest convenience, as I hope to resolve this issue promptly.

Thank you for your attention to this matter.

Sincerely,  
[Your Name]