

Your Name

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

Date: [Insert Date]

[Company Name]

[Company Address]
City, State, Zip Code

Subject: Formal Complaint Regarding Unauthorized Charges

Dear [Recipient's Name],

I am writing to formally complain about unauthorized charges that have been made to my account. On [insert date], I noticed a charge of [insert amount] on my statement for [insert description of charge]. I did not authorize this transaction, nor have I received any prior notification of this charge.

I kindly request an investigation into this matter and a prompt resolution. Please provide a written response outlining the steps you will take to resolve this issue. I expect this matter to be rectified within [insert a specific time frame, e.g., 14 days].

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

Sincerely,
[Your Name]