

# Complaint Regarding Unwarranted Loan Charge

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

Customer Service Department  
[Bank/Company Name]  
[Bank/Company Address]  
City, State, Zip Code

Dear Customer Service Team,

I am writing to formally express my dissatisfaction regarding an unwarranted charge that has been applied to my loan account (Account Number: [Your Account Number]). On [Date of Charge], I noticed a charge of [Amount] that I believe is incorrect and not in accordance with the loan agreement we signed.

According to the terms outlined in our agreement, I have fulfilled all necessary obligations and payments on time. This charge appears to be a mistake, and I request an immediate review of my account to remove this charge.

I appreciate your prompt attention to this matter and look forward to your response by [insert a specific date, e.g., two weeks from today]. Thank you for your assistance.

Sincerely,

[Your Name]