

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

[Service Provider Name]
[Customer Service Department/Appropriate Department]
[Provider Address]
[City, State, Zip Code]

Subject: Complaint Regarding Unauthorized Charges after Subscription Cancellation

Dear [Service Provider/Customer Support],

I am writing to formally lodge a **complaint about unauthorized charges** that have appeared on my account following the cancellation of my subscription to [Name of Service/Subscription]. My subscription, associated with account number [Account Number/Member ID], was cancelled on [Date of Cancellation] as per your confirmation email/reference number [Cancellation Confirmation/Reference Number].

Despite following the official cancellation procedure and receiving confirmation of the termination of my subscription, I have been billed for additional charges on [Date(s) of Unauthorized Charges], amounting to [Amount Charged]. These charges are unauthorized, as my subscription was cancelled prior to the billing cycle in question.

I respectfully request that you:

1. Immediately investigate and rectify this error.
2. Issue a full refund for the unauthorized charges to my original payment method.
3. Provide assurance that no further unauthorized charges will be made to my account.

Please confirm receipt of this complaint and update me on the steps being taken to resolve this matter promptly. I would appreciate a written response within [7/14] business days to avoid escalation of this issue.

Thank you for your prompt attention to this matter.

Sincerely,
[Your Name]