

Complaint Letter for Unauthorized Charges on Mobile Bill

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

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

Subject: Complaint Regarding Unauthorized Charges on My Mobile Bill

Dear Sir/Madam,

I am writing to formally bring to your attention an issue concerning unauthorized charges that have appeared on my recent mobile phone bill. My account details are as follows:

- Account Number: [Your Account Number]
- Mobile Number: [Your Mobile Number]
- Bill Date: [Date of the Bill]

Upon reviewing my latest bill, I noticed the following charges which I did not authorize or subscribe to:

- Description: [Describe the unauthorized charge, e.g., premium SMS service]
- Amount: [Amount]
- Date Charged: [Date]

I request a thorough investigation into these charges, as I am certain I did not request or approve them. Please provide me with all necessary details regarding the origin of these charges and clarify how they were applied to my account.

Given the circumstances, I kindly request the following actions:

1. Immediate reversal or refund of the unauthorized charges.
2. Written confirmation that the charges have been removed and will not reappear in future bills.
3. A review of the security measures on my account to prevent further unauthorized charges.

I expect a prompt response and resolution to this matter within [number of days, e.g., 7] business days. Please contact me at [your phone number/email address] should you need any additional information.

Attached are copies of the relevant bill highlighting the disputed charges for your reference.

Thank you for your immediate attention to this matter.

Sincerely,
[Your Name]