

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

[Bank Name]
[Branch Address]
[City, State, ZIP Code]

Subject: Complaint Regarding Unauthorized Billing on Account [Account Number]

Dear Sir/Madam,

I am writing to formally lodge a complaint regarding unauthorized billing on my account, [Account Number], held at your branch. Upon reviewing my recent bank statement dated [Statement Date], I have noticed the following unauthorized transaction(s):

- Date of Transaction: [Date]
- Amount: [Amount]
- Description on Statement: [Merchant/Description]

I would like to confirm that I did not authorize or consent to this/these transaction(s). I have taken all necessary precautions to safeguard my banking details and do not understand how this unauthorized billing occurred.

I request that the bank immediately investigates these unauthorized transaction(s) and takes appropriate action to reverse the incorrect charges. Please credit the disputed amount(s) back to my account as soon as possible. Kindly provide confirmation of receipt of this complaint, details of your investigation, and the resolution timeline.

Please find attached any supporting documents relevant to this complaint. Should you require further information or clarification, kindly contact me at the phone number or email address listed above.

Thank you for your prompt attention to this matter. I look forward to your swift response and resolution.

Yours faithfully,

[Your Name]