

Example Complaint Letter for Unauthorized Online Purchase Charges

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

[Merchant/Financial Institution Name]
[Customer Service Department]
[Company Address]
[City, State ZIP Code]

Re: Unauthorized Online Purchase Charge - [Account Number/Transaction Reference]

Dear Sir or Madam,

I am writing to formally notify you of an unauthorized charge that has appeared on my [credit card/bank] account. On [date of transaction], I noticed a transaction for [amount] at [merchant/website name] that I did not authorize or initiate.

Transaction Details:

Date: [Transaction Date]
Amount: [Transaction Amount]
Merchant/Website: [Name]
Reference/Order Number: [if available]

I kindly request that you investigate this matter promptly and take all necessary steps to reverse the unauthorized charge. I also request a written confirmation that the disputed amount has been credited back to my account or otherwise resolved.

Please find attached supporting documentation, including a copy of my statement highlighting the unauthorized charge and any correspondence relevant to the matter.

I trust you will treat this matter with urgency and ensure my account security is not compromised. Should you need further information, please contact me at the phone number or email listed above.

Thank you for your prompt attention to this important matter.

Sincerely,
[Your Name]