

Sample Complaint Letter Addressing Multiple Unauthorized Charges

Your Name

Your Address

City, State, ZIP Code

Email Address

Phone Number

Date

Customer Service Department

[Bank/Service Provider Name]

[Department Address]

[City, State, ZIP Code]

Subject: Complaint Regarding Multiple Unauthorized Charges on Account # [Your Account Number]

Dear Sir or Madam,

I am writing to bring to your immediate attention several unauthorized charges that have recently appeared on my account. I am extremely concerned that these discrepancies may indicate fraudulent activity or billing errors, and I respectfully request your urgent assistance in investigating and resolving these issues.

The following transactions were not authorized by me and do not correspond with any legitimate activity from my side:

- Date: [MM/DD/YYYY], Amount: \$[Amount], Merchant: [Merchant Name], Transaction ID: [ID/Reference]
- Date: [MM/DD/YYYY], Amount: \$[Amount], Merchant: [Merchant Name], Transaction ID: [ID/Reference]
- Date: [MM/DD/YYYY], Amount: \$[Amount], Merchant: [Merchant Name], Transaction ID: [ID/Reference]

I have not authorized any of these transactions and am concerned that my account information may have been compromised. I kindly request that you:

1. Immediately investigate the unauthorized transactions listed above.
2. Reverse or refund all incorrect charges and restore any deducted funds.
3. Provide written confirmation of the actions taken to resolve this issue.
4. Implement additional security measures to protect my account from future unauthorized access or charges.

Attached are copies of my account statement highlighting the unauthorized transactions for your reference.

Please treat this matter with urgency. I expect a prompt response confirming receipt of this letter and outlining the steps you will take to address my complaint. Should you require any additional information or clarification, please do not hesitate to contact me at the phone number or email above.

Thank you for your immediate attention to this serious matter.

Sincerely,

[Your Name]