

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

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

Subject: Formal Complaint Regarding Unknown Transaction

Dear Sir/Madam,

I am writing to formally bring to your attention an **unauthorized and unknown transaction** that recently appeared on my account statement. The details of the transaction are as follows:

- **Account Number:** [Your Account Number]
- **Transaction Date:** [Date of Transaction]
- **Transaction Amount:** [Amount]
- **Transaction Reference Number:** [Reference Number]

I do not recognize this transaction and did not authorize it. I request an immediate and thorough investigation into this matter. Please initiate the necessary procedures to reverse the amount and ensure that my account security is strengthened to prevent any future unauthorized transactions.

I trust that the bank will take this issue seriously and resolve it at the earliest possible. Kindly provide me with regular updates regarding the progress and outcome of your investigation.

Please acknowledge the receipt of this complaint and provide a timeline for resolution. Attached are copies of my statement highlighting the disputed transaction for your reference.

Thank you for your prompt attention to this matter.

Yours faithfully,  
[Your Name]