

# Sample Complaint Letter with Transaction Records as Evidence

Date: June 12, 2024

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

[Recipient's Name]  
[Company Name]  
[Company Address]  
[City, State, ZIP Code]

Subject: Formal Complaint Regarding Unauthorized Transactions on Account [Account Number]

Dear [Recipient's Name],

I am writing to formally file a complaint regarding unauthorized transactions that have occurred on my account with your institution. I have noticed discrepancies in my recent statements, and despite previous attempts to resolve this matter over the phone, the issue remains unresolved.

Below, I have included specific details of the transactions in question. Attached are copies of my transaction records as evidence.

Date	Transaction Description	Amount (USD)	Reference Number
2024-05-18	XYZ Online Services	\$89.99	TXN0005678
2024-05-21	ABC Retail Store	\$150.00	TXN0005689
2024-05-25	Unknown Withdrawal	\$300.00	TXN0005691

These transactions were not authorized by me, and I am concerned about the security of my account. I request a full investigation into these transactions and a prompt reversal of the unauthorized charges.

Kindly acknowledge receipt of this letter and inform me of the actions being taken to address my concerns. Please contact me at [Phone Number] or [Email Address] should you require further information or clarification.

Thank you for your immediate attention to this matter.

Sincerely,  
[Your Name]

**Attachments:** Transaction statements for May 2024