

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

[Recipient Name or Department]
[Bank/Service Provider Name]
[Branch/Office Address]
[City, State, ZIP Code]

Subject: Complaint Regarding Unauthorized Online Purchases on My Account

Dear [Recipient Name/Customer Service],

I am writing to formally bring to your attention a serious issue of **unauthorized online purchases** made using my account, numbered [Account Number/Last Four Digits] with your institution.

Upon reviewing my recent transaction history, I noticed the following transactions, which I did not authorize nor recognize:

- Date: [Transaction Date], Amount: [Amount], Description: [Merchant/Transaction Details]
- Date: [Transaction Date], Amount: [Amount], Description: [Merchant/Transaction Details]

These transactions were not made by me, nor did I give anyone permission to use my account for such purchases. I am concerned that my account may have been compromised, and I urgently request the following actions:

1. Immediate investigation of the listed unauthorized transactions.
2. Reversal of the unauthorized charges and a full refund to my account.
3. Implementation of enhanced security measures on my account to prevent future unauthorized access.

I have already taken the precaution of changing my account password and reviewing all security settings. Please advise if further actions are required on my part.

I trust that you will give this matter your urgent attention. Please confirm receipt of this complaint and let me know the steps being taken to resolve the situation. I expect a prompt response to safeguard my account and financial interests.

Thank you for your immediate attention to this serious issue.

Sincerely,

[Your Name]