

Example Complaint Letter to Company about Unauthorized Billing

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

[Company Name]
[Billing Department/Customer Service]
[Company Address]
[City, State, ZIP Code]

Subject: Unauthorized Billing on My Account

Dear Sir or Madam,

I am writing to formally bring to your attention an issue regarding unauthorized charges that have been applied to my account ([Account Number/Reference Number]) on [Date(s) of Billing]. I noticed a charge of [\$ Amount] on my recent statement, which I did not authorize, approve, or was informed about in advance.

I kindly request a detailed explanation of the nature and origin of this unauthorized charge. I would appreciate it if you could immediately correct the invoice and ensure the erroneous charge is removed. Furthermore, I request a full refund for any amount that has been wrongly billed to my account.

I trust that you will treat this matter with urgency. Please provide a response in writing within [reasonable timeframe, e.g., 14 days] confirming that the charge has been reversed and my billing information has been updated to prevent future unauthorized charges.

Maintaining customer trust and ensuring fair billing practices are important, and I hope to see this issue resolved promptly and satisfactorily. If you require any further information from me to investigate this matter, please do not hesitate to contact me at the details above.

Thank you for your immediate attention to this matter.

Sincerely,
[Your Name]