

Complaint Letter for Unauthorized Credit Card Charges

Date: [Insert Date]

To,
The Customer Service Manager
[Bank/Credit Card Company Name]
[Company Address]
[City, State, ZIP Code]

Subject: Complaint Regarding Unauthorized Charges on Credit Card

Dear Sir/Madam,

I am writing to formally bring to your attention several unauthorized charges that have appeared on my credit card account. I request your prompt assistance in investigating and resolving this matter.

Cardholder Name: [Your Full Name]

Credit Card Number (last 4 digits): [XXXX]

Billing Address: [Your Address]

Upon reviewing my recent statement, I noticed the following suspicious transactions that I did not authorize or recognize:

- Date: [MM/DD/YYYY], Amount: [\$XX.XX], Merchant: [Merchant Name]
- Date: [MM/DD/YYYY], Amount: [\$XX.XX], Merchant: [Merchant Name]

I confirm that neither I nor any authorized user of my card made these purchases. My card has been in my possession, and I have not shared my account details with anyone.

I kindly request the following actions:

1. Immediate investigation into the unauthorized charges listed above.
2. Reversal or removal of the fraudulent charges from my account.
3. Issuance of a new credit card to prevent further unauthorized use.

I am attaching copies of my credit card statement highlighting the disputed transactions and any additional documentation that may assist in your investigation.

Please confirm receipt of this letter and inform me about the next steps regarding my complaint. I expect a prompt resolution as per the guidelines governing credit card disputes.

Thank you for your immediate attention to this urgent matter.

Sincerely,
[Your Full Name]
[Your Contact Number]
[Your Email Address]