

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

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

Subject: Urgent Complaint regarding Incorrect Billing – Request for Refund

Dear Sir/Madam,

I am writing to formally complain about an incorrect billing statement I recently received from your company for [briefly describe product/service, e.g., "my monthly internet subscription"]. I have reviewed the details on the invoice (Invoice Number: **[insert invoice number]**, dated **[insert date]**), and have identified a clear discrepancy in the amount charged.

According to my records and our prior agreement, the total due should have been **[correct amount]**. However, I was charged **[incorrect amount]**, resulting in an overcharge of **[difference]**. Below are the relevant transaction details for your reference:

- Account Number: **[insert account number]**
- Transaction Date: **[insert transaction date]**
- Payment Method: **[insert payment method, if relevant]**
- Description of Discrepancy: **[provide any additional details]**

I am highly dissatisfied with this billing error and the inconvenience caused. I kindly request an immediate correction of my billing statement and a prompt refund of the overcharged amount of **[difference]**. Please confirm receipt of this complaint and inform me of the actions being taken to resolve this issue.

Should there be no resolution within [reasonable timeframe, e.g., "7 business days"], I will have no choice but to escalate this matter to the relevant consumer protection authorities.

I trust that you will address this issue swiftly and ensure that such discrepancies do not recur in the future. I look forward to your prompt response and the timely processing of my refund.

Sincerely,
[Your Name]