

Complaint Letter Template for Unauthorized PayPal Charge

Below is a sample letter you can use to report an unauthorized PayPal charge. Remember to update all placeholders (such as [Your Name], [Transaction ID], etc.) with your actual information.

[Your Full Name]

[Your Address]

[City, State, ZIP Code]

[Email Address]

[Phone Number]

Date: [Insert Date]

PayPal Customer Service

2211 N. First St.

San Jose, CA 95131

<https://www.paypal.com/help>

Subject: Complaint Regarding Unauthorized Charge – Request for Investigation

Dear PayPal Customer Service,

I am writing to formally report an unauthorized charge that has appeared on my PayPal account. The transaction details are as follows:

- **Date of Transaction:** [Insert Date]
- **Amount Charged:** [Insert Amount]
- **Transaction ID:** [Insert Transaction ID]

I did not authorize this payment, nor have I shared my account credentials with anyone. Upon noticing this transaction, I immediately [mention any steps already taken, e.g., “changed my password and reported the activity using the PayPal Resolution Center”].

I kindly request that PayPal promptly investigates this matter, reverses the unauthorized charge, and provides written confirmation of the actions taken to secure my account. Please let me know if you require any further information to facilitate the resolution of this issue.

Thank you for your prompt attention to this urgent matter. I look forward to your swift response.

Sincerely,

[Your Name]

Tip: Always send the letter from your registered PayPal email address if sending electronically, and retain a copy for your records.