

[Your Name]
[Your Address]
[Your Phone Number]
[Your Email Address]

[Date]

[Customer Service Manager Name / Department]
[Company/Bank Name]
[Company Address]

Subject: Formal Grievance Regarding Incorrect Transaction Amount

Dear [Recipient Name or Customer Service Team],

I am writing to formally lodge a complaint regarding a transaction error on my account [Account Number or Credit Card Number].

On [Date of Transaction], a transaction was made at [Merchant Name/Location]. The authorized amount for this purchase was [Correct Amount], but my statement shows that I was charged [Incorrect Amount Charged]. This has resulted in an overcharge of [Difference Amount].

I have attached a copy of the original receipt and a screenshot of my bank statement as evidence of this discrepancy.

I request that you investigate this matter and correct the error by refunding the excess amount to my account as soon as possible. Please provide a written confirmation once the adjustment has been processed.

I look forward to your prompt response and a resolution to this issue within [Number of Days, e.g., 5-7] business days.

Sincerely,

[Your Signature]

[Your Printed Name]