

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

[Date]

[Customer Support Department / Billing Department]
[Company Name]
[Company Address]

Subject: Formal Grievance Regarding Unrecognized Subscription Charge

Dear Customer Service Team,

I am writing to formally dispute a subscription charge that appeared on my [Credit Card / Bank Statement] on [Date of Charge]. The charge is for the amount of [Amount] under the description [Description on Statement].

I do not recognize this subscription, nor did I authorize a recurring payment for your services. I have checked my records and have no confirmation of a sign-up or a trial period associated with this account.

I request that you take the following actions immediately:

- Provide proof of the authorization for this subscription.
- Cancel any active subscriptions associated with my name or payment method.
- Issue a full refund of [Amount] to my original payment method.

I have attached a copy of the statement showing the transaction in question for your reference. I expect a response and a resolution to this matter within [Number] business days.

Thank you for your prompt attention to this issue.

Sincerely,

[Your Signature]
[Your Printed Name]