

## **2<sup>nd</sup> Complaint Letter about Erroneous Credit Card Charges**

**This package contains:**

1. Instructions & Checklist for Writing a 2nd Complaint Letter about Erroneous Credit Card Charges
2. 2nd Complaint Letter

## Instructions & Checklist for 2<sup>nd</sup> Complaint Letter about Erroneous Credit Card Charges

- This package contains: (1) Instructions & Checklist for a 2nd Complaint Letter about Erroneous Credit Card Charges; and (2) 2nd Complaint Letter about Erroneous Credit Card Charges.
  
- This form is designed to assist you in drafting a follow-up letter to a company expressing your concern that you have not received any reply to your 1<sup>st</sup> complaint letter, and your hope that this 2<sup>nd</sup> letter will bring a prompt response.
  
- Be sure to include any “enclosures” mentioned in the letter. If there are no “enclosures” you may delete “Enclosure” from the bottom of the letter.
  
- Be sure to sign the letter and to make a copy before sending it out.
  
- Bracketed instructions may be included on this form to assist you in completing it and should be removed before printing. Generally in Microsoft Word, you can click on the bracketed instruction and start typing.
  
- These forms are not intended and are not a substitute for legal advice. These forms should only be a starting point for you and should not be used without consulting with an attorney first. An attorney should be consulted before negotiating any document with another party.
  
- The purchase and use of these forms, is subject to the Disclaimers and Terms of Use found at [findlegalforms.com](http://findlegalforms.com).

[Your Name]  
[Street Address]  
[City, State ZIP Code]  
[phone number - optional]  
[email address - optional]

September 10, 2009

[Name of Recipient]  
[Title]  
[Company Name]  
[Street Address]  
[City, State ZIP Code]

Re: [Account No. \_\_\_\_\_]

Dear [Name of Recipient]:

I am writing you about my concern that an erroneous charge that appeared on my credit card account statement for [Earlier Month] has still not been reversed. I have just received my statement for the month of [Most Recent Month] and the charge of [\$ \_\_\_\_\_] that first appeared in [Earlier Month] is still showing.

If first wrote to you about this error, enclosing documentation proving that the entry was an error, on [Date], and have received no response from you. For your convenience, I am enclosing a copy of that 1<sup>st</sup> letter.

I have had an account with you for [length of time], and until now I have always received prompt and courteous service. Therefore, I'm going to give you the benefit of the doubt and assume that your failure to respond to my request to remove the erroneous charge is due to some broken link in the communications chain of your company.

I look forward to a prompt response to this 2<sup>nd</sup> letter -- and a speedy resolution of this matter.

Sincerely,

[Your Name]

Enclosures