

Billing Error - Duplicate Charge

Subject: Dispute of Duplicate Charge - Account [Account Number]

Dear [Credit Card Issuer] Customer Service,

I am contacting you to dispute a duplicate charge that appears on my credit card statement for the billing period ending [date].

On [date], I made a legitimate purchase at [merchant name] for \$[amount]. However, my statement shows this transaction was processed twice on [dates], resulting in a total charge of \$[total amount].

I have only one receipt for this purchase, and the merchant confirms only one transaction was intended.

The duplicate charges appear as:

- Transaction 1: [date] - \$[amount]
- Transaction 2: [date] - \$[amount]

I am requesting that the duplicate charge of \$[amount] be removed from my account and that any associated interest or fees be waived. I have contacted the merchant, but they have advised me to work directly with you to resolve this billing error.

Please investigate this matter and provide written confirmation of the correction within the timeframe required by federal law.

Thank you for your assistance in resolving this matter.

Best regards,

[Your Name]

[Account Number]

[Phone Number]

[Email Address]

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