Email

Task

You have been using the same credit account for the 10 past years with no issues. On your last, bill, you notice an unfamiliar $50 charge. You did not recognize this transaction and are certain that this a mistake.

Write an email to the credit card company in about 200 words.

Your email should do the following things:

* Describe the problem with your credit card statement.
* Explain why you are certain that the charge is a mistake.
* Explain how you would like the problem to be solved.

AI answer

Dear ING,

I am writing to bring to your attention an issue with my credit card statement. On my last bill, I noticed an unfamiliar charge of $50. Upon further investigation, I realized that I did not recognize the transaction and am certain that it is a mistake.

I have been using the same credit account for the past 10 years without any issues. I have always been diligent about monitoring my statements for any suspicious activity. In this case, I am confident that the charge is not one that I have made.

I kindly request that you investigate this matter as soon as possible and take the necessary steps to rectify the issue. I would appreciate it if you could provide me with more information about the transaction, such as the merchant, date and location of the purchase.

I would like the problem to be solved by having the charge removed from my account. In addition, I would appreciate it if you could provide me with any information that may help me prevent future unauthorized charges.

I look forward to your prompt response and thank you in advance for your assistance.

Sincerely,

Artificial Intelligence

Human answer

Dear MasterCard Customer services,

On my last credit card statement date 07/30/2016, I was erroneously charged with a meal at JFK airport in New York City. This transaction number was #0987123451 and the date was 07/15/16. The dollars amount was $50 at the Runway café.

I have been a loyal and satisfied MasterCard customer for over 10 years and have never had any credit or payment issue nor have I experience any authorization charges.

I called your customer service line on July 10, 2016 to inform your team of a pending trip my family and I were taking to Africa. They included the African continent on my record an we used the card exclusively during our two-week vacation. As you can see from July statement, we were on Safari and actively charging from Nairobi on July 15, 2016. We flew through Europe and were never even in the New York area.

Please remove the $50 charge from my statement and cancel and reissue a new card to my account and as feel my account has been breached.

Thank you for your prompt attention. Best wishes,

Fatima Ahadi