Dear Sir or Madam,

I received an e-mail from your support service last week, which included my overdue phone bill with a total amount of 628€. Supposedly, I must have called a telephone number, which is unfamiliar to me and thereby I checked my phone and this number was not called on my phone. This really surprised me and in my opinion, I have fallen a victim of identity theft. For this reason, I need your help and I hope that you are able to find this identity thief, suspect that I entered my Facebook profile on an unsecured website, which looked the same as Facebook’s homepage and now they have all my data. Yesterday I was at the police station and they told me I should call your support service for further actions. It seems plausible to me that you might be able find out, which phone called that number and furthermore we would know the owner of this mobile.

Additionally, I would like you to decrease the total amount of my phone bill because I did not do anything, and I have been a loyal and reliable customer for years.

I hope that this matter well be resolved, and that the identity thief will be found. I look forward to hearing from you.

Yours faithfully

Marcel Judth