

*Read the following information.*

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

*Write an email to the credit card company in about 150-200 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.

### **Level 12 Response**

Dear MasterCard Customer service,  
re: account # 1234 5678 4321

On my last credit card statement dated 7/30/2016, I was erroneously charged with a meal at JFK airport in New York City . The transaction number was #0987123451 and the date was 7 /15/16. The dollars amount was \$50.00 at the Runway cafe.

I've been a loyal and satisfied MasterCard customer for over 10 years and have never had any credit or payment issues nor have I experienced any unauthorized 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 and we used the card exclusively during our two week vacation. As you can see from our July statement, we were on Safari and actively charging from Nairobi on on July 15,2016. We flew through Europe and were never even in the New York area.

Please remove the \$50.00 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