

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 7 Response

Hi there,

I am writing this email to you because I found there was something wrong in my last credit card bill. I have been using this same credit card for the past 10 years, and everything was fine. However, there was an unfamiliar \$50 charge on my last credit card bill which I believe was a mistake. The reason why I am so sure about this is that I have the habit to keep a note on really everything I spent money on and it always matched with my bills over the years.

As a result, I wonder if you could investigate my last bill and figure out what happened for me. After your investigation, could you please email me back to let me know what had happened. And if it is a mistake as what I thought, I suppose I should receive a new bill from you. Further more, I won't pay for the bill before I receive clear explanation from you. I look forward hearing back from you.

Regards,

Kevin Wong