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November 1, 2023

Customer Support Department
FinTech Digital Bank PLC
456 High Street
London, UK, EC1A 1BB

Subject: Inquiry Regarding Transaction Discrepancy (Account No. 9876543210)

Dear Customer Support,

I am writing to inquire about a recent transaction on my account, **Account Number 9876543210**, that appears to have an incorrect amount.

On **October 30, 2023**, a transaction with the reference number **TXN-76543210** was processed for the amount of **£125.50**. This transaction was for a purchase at "Online Retailer XYZ."

However, the agreed-upon and expected amount for this purchase was **£105.50**. I have reviewed my order confirmation from the retailer, and it clearly states the correct amount. There is a discrepancy of **£20.00**.

Could you please investigate this transaction and provide an explanation for the difference in the amount charged? If an error has occurred, I would be grateful if you could correct the transaction and refund the overcharged amount of **£20.00** to my account as soon as possible.

Thank you for your attention to this matter. I look forward to your prompt response.

Sincerely,

John Smith