

Instruction: This is a model letter. Adapt to fit your facts and circumstances.

Return address:
Name
Address Line 1
Address Line 2
City, State Zip Code

Date

Name
Company
Address Line
City, State Zip Code

Re: Apology to customer for Accounting Error

Dear :

We at name apologize for the inconvenience caused to your account. We accept full responsibility for this error. We thank you for contacting us immediately upon your discovery of this error. The accounting department has corrected this error and your account balance reflects this correction.

Once again, we apologize for any inconveniences this caused. If you have any questions or concerns, please do not hesitate to contact us.

Sincerely,

N A M E