

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 for Not Crediting Payment from Prompt Payer

Dear :

We are truly sorry for not crediting your payment to your balance. You have always been meticulously prompt regarding payments toward your account. The delay of applying your payment to your account is due to an upgrade in the system that was simultaneously occurring when we received your payment. The problem has been corrected and all effects of the delay have been cleared.

Thank you for your patience in this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,

N A M E