

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 Accounting Errors and Past Due Notices

Dear :

We at {Name of Company}, put forth every effort to assure the best service to our customers. We truly apologize for the errors that were applied to your account. Due to an input error, your payment was applied to another account and consequently you received a "Past Due" notice. We have corrected the account and withdrawn the notice from your records.

Once again, we are sorry for any inconveniences this caused. Thank you for your patience in this matter. If you have any questions or concerns, please do not hesitate to contact us.

Sincerely,

N A M E