

June 12, 2014

Contact Name
Address
Address2
City, State/Province
Zip/Postal Code

OBJECT: APOLOGY FOR ACCOUNTING ERRORS AND PAST DUE NOTICE

Dear [CONTACT NAME],

We are very much concerned that due to our mistake, you had to deal with unnecessary problems. Unfortunately, it has taken some time to find out exactly what occurred, and, therefore, please accept our apologies for the delay in this response. You definitely deserve an explanation for what went wrong in our accounting department. I hope that this letter will help to resolve some recent difficulties.

For what I've been told on this issue, your payment was received in time but it had been credited to an account which bears a similar name to yours. As a result, we began sending you our standard notices requesting payment, according to our collection policy. Even after the posting error was rectified, our accounting department failed to notify our credit department, which is why you continued to receive our correspondence asking for payment.

I understand how exasperating this has been for you and I am deeply sorry that it has taken so long to straighten out this problem. While there is a procedure within our firm to prevent this type of error from happening, we are reinforcing this procedure.

You have been a valued customer for a long time and we appreciate the opportunity to continue to serve you. You may rest assured that this problem will not occur again.

Should you have any questions, please do not hesitate to contact me.

Sincerely,

Your name
Your title
(800) 123-4567
youremail@yourcompany.com