

June 12, 2014

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

**OBJECT: APOLOGY FOR NOT CREDITING PAYMENT**

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Dear [CONTACT NAME],

I want to thank you for your support and assistance in helping us to locate your payment of [DATE], which had not been credited to your account. 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. Your help enabled us to go through our records and pinpoint how this error occurred.

Please accept our sincere apology for the correspondence we wrote under the assumption that this bill had not been paid. I know this insistence on our part must have been extremely frustrating for you, especially in light of the fact that you have always been a valued customer of ours and have paid your bills promptly.

Thank you for your patience and please be assured that we will do everything in our power to ensure that this type of error does not surface in the future.

Sincerely,

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