

June 12, 2014

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

OBJECT: APOLOGY TO CUSTOMER FOR ACCOUNTING ERRORS

Dear [CONTACT NAME],

On behalf of [COMPANY], I want to thank you for your recent letter regarding an error that occurred with your account [NUMBER]. After examination, we were able to track down the error and have credited your account accordingly. A report to this effect has also been sent to our credit department – I can certify that your credit rating won't be penalized in any way.

Please note that as of [DATE], your account balance is [AMOUNT].

You are a valued customer, [CONTACT NAME], and we apologize for any inconvenience this mistake may have caused you. If we may be of further assistance please do not hesitate to contact me at your convenience.

Sincerely,

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