

June 12, 2014

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

**OBJECT: APOLOGY TO CUSTOMER FOR ACCOUNTING ERRORS**

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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