[DATE]

Contact Name

Address

Address2

City,

State/Province

Zip/Postal Code

**RE: ACCOUNTING ERROR APOLOGY**

Dear [CONTACT NAME],

We would like to take this opportunity to thank you for your recent letter regarding an error that occurred with your account number [NUMBER]. After careful review, we were able to locate the error and have credited your account accordingly. A report rectifying the error has also been sent to our credit department – I can certify that your credit rating won’t be penalised in any way.

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

You are a valued customer, [CONTACT NAME], and we sincerely apologise for any inconvenience this mistake may have caused you. Please do not hesitate to contact us at your earliest convenience, if we may be of any further assistance.

Kind Regards,

[YOUR NAME]

[YOUR TITLE]

[YOUR PHONE NUMBER]

[YOUREMAIL@YOURCOMPANY.COM]