

Your Business Name
Street Address
Town, State, Zip
Phone #

Customer Name
Street Address
Town, State, Zip

Date:

Dear _____:

Thank you for your recent correspondence regarding account [#]. Upon your request, we have researched the matter and were able to locate the error. We have thus credited your account accordingly, and have informed our credit reporting agency of the change.

As of [date], your account balance is \$_____.

You are a valued customer and we regret any inconvenience that this oversight may have caused. If you have any questions or comments regarding the account, then please contact us by phone [xxx-xxx-xxxx], Monday- Friday, from 8am to 5pm, or by email: customerservice@yourbiz.com

Thank you.

[Name]
[Title]