

## **Letter of Apology for Not Crediting Payment from Prompt Payer**

**This package contains:**

1. Instructions & Checklist for Writing a Letter of Apology for Not Crediting Payment from Prompt Payer
2. Letter of Apology for Not Crediting Payment from Prompt Payer

## **Instructions & Checklist for a Letter of Apology for Not Crediting Payment from Prompt Payer**

- This package contains: (1) Instructions & Checklist for Not Crediting Payment from Prompt Payer; and (2) Letter of Apology for Not Crediting Payment from Prompt Payer.
  
- This form is designed to assist you in drafting a letter apologizing to a customer who has recently been troubled by not receiving proper credit for the payments she has made on her account, in spite of her history of always paying promptly.
  
- Be sure to include any “enclosures” mentioned in the letter. If there are no “enclosures” you may delete “Enclosure” from the bottom of the letter.
  
- Be sure to sign the letter and to make a copy before sending it out.
  
- Bracketed instructions may be included on this form to assist you in completing it and should be removed before printing. Generally in Microsoft Word, you can click on the bracketed instruction and start typing.
  
- These forms are not intended and are not a substitute for legal advice. These forms should only be a starting point for you and should not be used without consulting with an attorney first. An attorney should be consulted before negotiating any document with another party.
  
- The purchase and use of these forms, is subject to the Disclaimers and Terms of Use found at [findlegalforms.com](http://findlegalforms.com).

[Your Name]  
[Street Address]  
[City, State ZIP Code]  
[phone number - optional]  
[email address - optional]

September 8, 2009

[Name of Recipient]  
[Title]  
[Company Name]  
[Street Address]  
[City, State ZIP Code]

Re: [Account No. \_\_\_\_\_]

Dear [Name of Recipient]:

Thank you for your letter of [Date of Letter] and for the copy of the check you enclosed, showing that the account had been properly paid on time.

Please accept our apology for causing you this unnecessary aggravation. We can certainly empathize with your feeling of total frustration at being repeatedly billed for an amount that had already been paid.

Upon receipt of your letter, we immediately conducted a thorough investigation and have found the source of the error. We'll spare you the details – it was, of course, the usual – the computer just doing what its master told it to do.

After identifying and correcting the problem, we have started a thorough review of all our procedures and policies because, even though this error was difficult to find, the delay caused in making the proper adjustment to your account was simply unacceptable, and we are making efforts to ensure it does not happen again.

Thank you for taking the time and trouble to write the letter which helped us solve the problem, and thank you also for your patience and understanding in this matter.

Sincerely,

[Your Name]

Enclosures