

Date: [Insert Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Subject: Account Adjustment Due to Erroneous Interest Rate Calculation

Dear [Customer Name],

We are writing to inform you about a recent review of your account, number [Account Number], which revealed an error in the application of the interest rate on your account. We sincerely apologize for any inconvenience this may have caused.

Upon investigation, it was discovered that an incorrect interest rate was applied to your account from [Start Date] to [End Date]. This resulted in an inaccurate calculation of interest charges for the aforementioned period.

Corrective Action Taken:

- The interest rate has been corrected to the appropriate rate of [Correct Rate] effective immediately.
- Your account has been recalculated to ensure all charges reflect the accurate interest rate.
- An adjustment of [Adjustment Amount] has been made to your account. The revised balance is now [New Balance].

Enclosed with this letter is a detailed statement reflecting the adjustments and the recalculated balance. Please review the statement for your reference.

We value your relationship with [Bank Name] and assure you that we have taken all necessary measures to prevent such errors in the future. Should you have any questions or require further clarification, please contact our customer support team at [Customer Service Number] or [Customer Service Email].

Thank you for your understanding and continued trust in [Bank Name].

Sincerely,

[Bank Representative Name]

[Bank Representative Title]

[Bank Name]

[Bank Contact Information]