

[Your Company Name]
[Your Address]
[City, State ZIP Code]
[Email Address]
[Phone Number]
[Date]

[Recipient Name]
[Recipient Title/Position]
[Recipient Company Name]
[Recipient Address]
[City, State ZIP Code]

Dear [Recipient Name],

Subject: Apology for Error in Payment Processing

I am writing on behalf of [Your Company Name] to sincerely apologize for the recent mistake in processing your payment dated [Date of Transaction/Invoice]. We understand the inconvenience and potential complications this may have caused and want to assure you that this error was unintentional and is being addressed as a matter of urgency.

After reviewing the details, we discovered that [briefly explain the nature of the mistake, e.g., “your payment was incorrectly applied to another account”/ “there was a delay in processing your recent payment”/ “an incorrect amount was deducted”]. We take full responsibility for this oversight and recognize the importance of accurate and timely financial transactions in our business relationship.

As soon as we became aware of the issue, we taken the following corrective steps:

- Reversed or corrected the payment error in our system
- Processed any necessary refunds or adjustments
- Reviewed our internal processes to prevent a recurrence

Please accept our deepest apologies for any disruption or concern this may have caused. If you have incurred any fees or penalties as a result of this error, kindly let us know so we can promptly reimburse you.

Your satisfaction and trust are extremely important to us. Should you have any further questions or require additional assistance, please do not hesitate to contact me directly at [Your Direct Phone Number/Email].

Thank you for your understanding and patience in this matter. We value your business and look forward to continuing our successful partnership.

Yours sincerely,

[Your Name]
[Your Position/Title]
[Your Company Name]