

[Your Company Letterhead]

Date: [Insert Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

[Email Address (if available)]

Subject: Adjustment to Account Due to Discrepancy in Customer Details

Dear [Customer Name],

We are writing to address a recent discrepancy identified in your account with us (Account Number: [Insert Account Number]). During a routine review of our records, we discovered that the customer details associated with your account did not accurately match the information provided. This mismatch resulted in [briefly explain nature of the error, e.g., incorrect billing or communication errors].

Please accept our sincerest apologies for any inconvenience this may have caused. To resolve the issue and ensure your account is properly managed, we have taken the following corrective measures:

- Updated your account records with correct customer details as provided by you, effective immediately.
- Reconciled any billing or service errors resulting from the mismatch.
- Reviewed and corrected previous statements affected by this discrepancy.

Attached/enclosed, you will find a summary of the corrected account details for your reference. We kindly ask you to review the information and inform us promptly if there are any further inaccuracies.

At [Company Name], we are committed to maintaining clear and accurate communication with our valued customers. Thank you for your understanding and cooperation in keeping your account information up to date. If you have any questions or require further assistance, please do not hesitate to contact our customer service team at [Customer Service Phone Number] or [Customer Service Email].

We appreciate your continued trust in our company and look forward to serving you better.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]