

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Subject: Notification of Account Overpayment

Dear [Customer Name],

We would like to express our appreciation for your continued business with [Your Company Name]. Upon reviewing your account, we have identified an overpayment of **[Overpayment Amount]** received on **[Date]** for Invoice **[Invoice Number]**.

To ensure accurate financial records and maintain transparency, we would like to offer you the following options regarding this overpayment:

- **Refund:** We can issue a refund for the overpaid amount via your original payment method. The refund process typically takes [number of business days] business days.
- **Account Credit:** We can apply the overpayment as a credit to your account, which will be automatically deducted from your next invoice(s).

Please let us know your preferred option by contacting our accounting department at [Accounting Department Phone/Email]. If we do not receive a response within [response deadline, e.g., 10 business days], we will automatically apply the amount as a credit toward your future invoices.

We apologize for any inconvenience this may have caused and remain committed to maintaining accurate account records. Thank you for your prompt attention to this matter.

If you have any questions or need further assistance, please don't hesitate to contact us.

Sincerely,

[Your Name]

[Your Title]

[Your Company Name]

[Your Phone Number]

[Your Email Address]