

MEMO



To: All FAKECO Employees

From: Aykhan Pashayev

Date: 1/22/25

Subject: The billing error

Dear FAKECO Employees,

I would like to inform you FAKECO has over-billed its clients by 13% since last June due to the billing error in the billing software. Total overage amounts to 1.3 million dollars per fiscal quarter. This billing error was committed by the Accounts Receivable department. The over-billing began in June of last year and has just now ended.

After careful consideration, we decided to solve this inquiry by creating additional services for our clients. Giving standard refunds would affect the company financially and make the company go into dept.

The following is the responsibility of all the employees:

1. Client Engagement: Talk openly to your clients before introducing new additional services. How you conduct yourself and show understanding will help clients continue to trust you.
2. Operational Support: Collaborate with your teams to implement new procedures and ensure high-quality services. Your collaboration is critical in this process.
3. Feedback Collection: Ask your clients about the new service and tell our team leaders their feedback to improve our approach.

These rules apply to regain client trust and provide solutions for the billing error. Further steps will be discussed in upcoming meetings, if you have any questions do not hesitate to reach out.

Sincerely,

Aykhan Pashayev

Director of Communications Department

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