



Delivering Quality and Earning Loyalty

11200 SW 8th Street

Miami, Florida 33174

www.fakeco.com | (307) 777-0077

Date: 1/22/25

Dear FAKECO clients,

We are writing to inform you about the recent billing error which was committed by the Accounts Receivable department due to a technical problem - an arithmetic error in the billing software. FAKECO has overbilled its clients by 13% since last June. This error has been fixed in our current billing cycle. We apologize for this mistake and the inconvenience.

After careful consideration, we have decided to provide our customers with additional services in order to resolve the issue. This strategy allows us to acknowledge the error while maintaining the quality of our services without affecting our company's continuity of services. We feel this is the greatest way to meet your demands while maintaining FAKECO to continue to serve you efficiently.

These services include the following:

1. Discounted Future Invoices: You are getting a special 15% discount on the upcoming three-month invoices.
2. Free documentation optimization. We are offering five free documentation optimizations.
3. Enhanced Project Support: You will benefit from working with a project manager who will expedite service and deliver personalized results.

We appreciate your patience and will make sure this kind of inconvenience will not happen again. If you have any questions or concerns, please do not hesitate to reach out to customersupport@fakeco.com or calling (307) 777-0077.

Thank you for your understanding.

Sincerely,

Aykhani Pashayev

Director of Communications Department