**RE: ACCOUNTING ERRORS APOLOGY**

Dear [CONTACT NAME],

We apologise for our mistake in relation to the accounting errors. Unfortunately, it has taken a significant period of time to ascertain the wrongdoings and we ask that you please accept our apologies for the delay in this response and the errors. You deserve an explanation for what went wrong in our accounting department. We hope that this letter will help to resolve some recent difficulties and put your mind at ease.

We received your payment in time but it had been credited to an account which bears a similar name to yours. As a result, we began sending you our standard notices requesting payment, in accordance with our collection policy. Even after the posting error was rectified, our accounting department failed to notify our credit department, which is why you continued to receive our correspondence asking for payment.

We understand how frustrating this has been for you and we are deeply sorry that it has taken so long to straighten out this issue. While there is a procedure within our firm to prevent this type of error from happening, we are making changes to insure against these clerical issue.

You have been a valued customer for a long time and we appreciate the opportunity to continue to serve you. You may rest assured that this problem will not occur again.

Should you have any questions, please feel free to contact us at any time.

Kind Regards,

[YOUR NAME]

[YOUR TITLE]

[YOUR PHONE NUMBER]

[YOUR EMAIL]

