**RE: FAILURE TO CREDIT PAYMENT APOLOGY**

Dear [CONTACT NAME],

We would like to thank you for your support and assistance in helping us to locate the payment dated [DATE], which had not been credited to your account. We understand your frustratiom and we are deeply sorry that it has taken so long to correct this issue.

We would like to apologize for this deeply. We understand this insistence on our part must have been extremely frustrating for you, especially in light of the fact that you have always been a valued customer of ours and have paid your bills promptly.

Once again, thank you for your patience and please be assured that we will do everything in our power to ensure that this type of issue does not surface in the future.

Kind Regards

[YOUR NAME]

[YOUR TITLE]

[YOUR PHONE NUMBER]

[YOUR EMAIL]

