

[Date]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

Subject: Apology for Delay Regarding Overdraft Fee Dispute - Account [Account Number]

Dear [Customer Name],

I am writing to sincerely apologize for the delay in resolving the dispute regarding the overdraft fees charged to your account on [Date].

We understand that financial matters are urgent, and we regret that our investigation has taken longer than the standard processing time. This delay was due to [briefly mention reason, e.g., an internal processing error / a high volume of inquiries], and we realize the frustration this may have caused you.

Please be assured that we are currently [mention status, e.g., finalizing the review / processing your refund]. We expect to have a final resolution for you by [Date].

As a gesture of goodwill for the inconvenience, we have [mention action, e.g., waived the latest fee / applied a small credit to your account].

Thank you for your patience and for being a valued customer. If you have any further questions, please contact our support team at [Phone Number] or [Email Address].

Sincerely,

[Your Name]

[Your Job Title]

[Company Name]