

[Your Name]
[Your Address]
[Your Phone Number]
[Your Account Number]

[Date]

[Recipient Name or Department]
[Company Name]
[Company Address]

Subject: Request for Reversal of Late Payment Fee - Account [Your Account Number]

Dear Customer Service Team,

I am writing to formally request a reversal of the late payment fee of \$[Amount] charged to my account on [Date].

I attempted to make my payment on [Date] via your [website/mobile app]. However, I encountered a technical glitch that prevented the transaction from being processed. Specifically, [briefly describe the error, e.g., the page timed out / an error message appeared / the payment button was unresponsive].

I have been a loyal customer since [Year] and have a consistent history of making payments on time. This delay was due to circumstances beyond my control. As soon as I realized the system error, I completed the payment on [Date].

I have attached [a screenshot of the error message / my payment confirmation] for your reference. I kindly ask that you waive this fee as a one-time courtesy given my payment history and the technical difficulties experienced.

Thank you for your time and assistance with this matter. I look forward to your positive response.

Sincerely,

[Your Signature]

[Your Printed Name]