

[Date]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

Subject: Important Notice Regarding Your Overdraft Protection Billing Cycle

Dear [Customer Name],

We are writing to inform you of a technical error identified regarding the billing cycle of your Overdraft Protection service associated with account ending in [Last 4 Digits of Account Number].

Due to a processing error, the billing period for [Month/Year] was incorrectly calculated. As a result, you may have experienced one of the following:

- A delay in the posting of your monthly protection fee.
- An incorrect interest calculation for the period of [Start Date] to [End Date].
- An automated transfer that occurred outside of the standard billing window.

Action Taken:

Our team has corrected the error. We have reversed any [Interest Charges/Late Fees] resulting from this discrepancy. These adjustments will appear on your next statement as "[Description of Credit]".

No action is required on your part. We apologize for any inconvenience this may have caused and remain committed to providing you with accurate financial services.

If you have any questions regarding this notice, please contact our customer service department at [Phone Number] or visit your local branch.

Sincerely,

[Sender Name/Department]

[Financial Institution Name]