

Date: [Insert Date]

[Lender Name]

[Mortgage Department]

[Address]

[City, State, Zip Code]

RE: Notification of Uncredited Mortgage Installment

Account Number: [Insert Mortgage Account Number]

Property Address: [Insert Property Address]

Dear Customer Service Department,

I am writing to formally notify you regarding a mortgage payment that has not yet been credited to my account. According to my records, a payment in the amount of \$[Insert Amount] was made on [Insert Date of Payment] via [Insert Payment Method, e.g., Check #, Online Transfer, Autopay].

As of today, my account statement does not reflect this transaction. I have attached a copy of my [Insert proof of payment, e.g., bank statement/canceled check] to confirm that the funds have been successfully debited from my personal account.

Please investigate this matter and ensure that the payment is applied to my mortgage account effective from the original date of receipt. Additionally, I request that any late fees or penalties resulting from this delay be waived or reversed.

Please provide written confirmation once my account has been corrected. Thank you for your prompt attention to this matter.

Sincerely,

[Your Signature]

[Your Printed Name]

[Your Phone Number]

[Your Email Address]