

[Date]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

Subject: Approval of Overdraft Fee Waiver - Account ending in [Last 4 Digits of Account Number]

Dear [Customer Name],

Thank you for contacting us regarding the overdraft fee charged to your account on [Date Fee Was Incurred].

We have reviewed your request and your account history. As a gesture of goodwill, we have approved a one-time adjustment to waive the overdraft fee in the amount of \$[Amount].

The credit for this fee has been applied to your account and should be visible in your transaction history within [Number] business days. Please note that this adjustment is being made as an exception to our standard policy.

To avoid future fees, we recommend monitoring your balance through our mobile app or setting up low-balance alerts. If you have any further questions, please contact our customer service department at [Phone Number].

Thank you for being a valued customer.

Sincerely,

[Your Name/Department Name]

[Bank Name]