[Your Name/Organization Name]
[Street Address]
[City, State, Zip Code]
[Date]

[Recipient Name/Department]
[Regulatory Agency Name, e.g., CFPB]
[Agency Address]
[City, State, Zip Code]

RE: Voluntary Self-Disclosure - Credit Card Penalty Fee Limitation Violation

Dear [Recipient Name],

This letter serves as a formal voluntary self-disclosure regarding a non-compliance issue identified by [Organization Name] concerning the credit card penalty fee limitations as set forth under [Specific Regulation, e.g., 12 CFR $ 1026.52(b)].

Description of Non-Compliance:
During a recent [internal audit/compliance review], it was discovered that [Organization Name] assessed penalty fees that exceeded the permissible safe harbor limits or the cost-based justification for the following period: [Start Date] to [End Date]. Specifically, the violation involved [describe the nature of the fee, e.g., late payment fees or over-the-limit fees].

Root Cause:
The issue was caused by [provide brief explanation, e.g., a system configuration error, manual oversight, or failure to update fee schedules in accordance with annual adjustments].

Impact Assessment:
Our internal investigation has determined that [Number] accounts were affected, resulting in a total overcharge of $[Amount].

Remediation Plan:
[Organization Name] has taken the following steps to rectify the violation:

- Immediately updated the billing system to reflect correct fee limitations.
- Initiated a process to refund overcharged amounts plus applicable interest to all affected customers.
- Enhanced internal controls and automated monitoring to prevent future occurrences.

Conclusion:
We are committed to full regulatory compliance and transparent communication. We will provide additional documentation or progress reports on the remediation efforts as requested.

Sincerely,

[Signature]
[Typed Name]
[Title]
[Phone Number]
[Email Address]