

[Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

Re: Resolution of Compliance Matter - Account Ending in [Last 4 Digits]

Dear [Customer Name],

We are writing to inform you of a resolution regarding [Name of Regulatory Body] Consent Order #[Order Number]. As part of our commitment to regulatory compliance and consumer protection, we have identified your account as being eligible for remediation.

Under the terms of the Consent Order, [Company Name] has agreed to address issues related to [Brief Description of Issue, e.g., fee disclosures / interest rate calculations]. Our records indicate that you were impacted by these practices during the period of [Start Date] to [End Date].

To resolve this matter, we are taking the following actions:

- **Restitution:** You will receive a payment/credit in the amount of \$[Amount].
- **Account Correction:** We have updated your account records to reflect [Describe change, if applicable].
- **Credit Reporting:** [We have requested the removal of negative marks from your credit report / Not applicable].

If you have an active account with us, a credit has been applied and will appear on your next statement. If your account is closed, a check is enclosed with this letter.

No action is required on your part to receive this benefit. However, if you have any questions regarding this resolution or how your refund was calculated, please contact our dedicated compliance support team at [Phone Number] or visit [Website URL].

We value your business and apologize for any inconvenience this may have caused.

Sincerely,

[Authorized Signature]

[Name of Officer]

[Title]

[Company Name]