

[Company Name]
[Company Address]
[City, State, Zip Code]
[Date]

[Customer Name]
[Customer Address]
[City, State, Zip Code]

Subject: Reversal of Late Fee - Account [Account Number]

Dear [Customer Name],

I am writing to formally apologize for the late fee that was incorrectly applied to your account on [Date].

After reviewing your records, we have confirmed that your payment was received on time. The fee was charged due to a [system error / processing delay / administrative oversight]. We sincerely regret any stress or inconvenience this mistake may have caused you.

Please be advised that we have taken the following actions:

- The late fee of \$[Amount] has been fully reversed.
- Any associated interest charges related to this fee have been removed.
- Your account is now reflecting its correct status.

We value your business and are taking steps to ensure this does not happen again. If you have any further questions regarding your statement, please contact our billing department at [Phone Number].

Thank you for your patience and for being a loyal customer.

Sincerely,

[Your Name]
[Your Title]
[Company Name]