

[Date]

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

Re: Remediation of Incorrect Overdraft Fee Charges for Account Ending in [Last 4 Digits of Account Number]

Dear [Customer Name],

We are writing to inform you of a technical error identified by [Financial Institution Name] regarding the assessment of overdraft fees on your account. Our records indicate that you were incorrectly charged one or more overdraft fees between [Start Date] and [End Date].

We sincerely apologize for this error and any inconvenience it may have caused. We have taken steps to correct our systems to prevent this from occurring in the future.

Remediation Details:

- **Number of Fees Incorrectly Charged:** [Number]
- **Total Refund Amount:** \$[Amount]
- **Refund Date:** [Date Refund Was/Will Be Processed]

The total refund amount, which includes the incorrectly charged fees plus any applicable interest, has been credited directly to your account. You will see this reflected on your next bank statement as "[Description, e.g., OVERDRAFT FEE ADJ]".

If you have any questions regarding this letter or the credit to your account, please contact our Customer Service department at [Phone Number] or visit your local branch.

Thank you for your continued business and for your patience as we resolved this matter.

Sincerely,

[Authorized Signature]
[Name and Title]
[Financial Institution Name]