

Official Bank Apology Letter for Incorrect Account Charges

Subject: Apology for Incorrect Account Charges

Dear [Customer Name],

Please accept our apologies for the incorrect charges that appeared on your account in the statement dated [date]. We acknowledge this was a mistake on our part and regret any inconvenience caused.

The erroneous charges have been reversed, and your updated account statement has been generated. Additionally, we have waived your service fees for the current month as a goodwill gesture.

We appreciate your continued trust in us and remain committed to serving you better.

Sincerely,

[Authorized Signatory Name]

Customer Relations

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