

Apology letter for a mistake occurred in an account

[You're Name]

[Address]

[Letter Date]

[Recipients Name]

[Address]

[Subject: Subject of Letter] -Optional-

Dear [Recipient's Name],

I am writing this letter to you in order to inform you that the notification that you had received lately regarding your account details was a result of a mistake that occurred. Our employee had mistakenly [enter what happened] for which we are responsible and duly accept our responsibility. I hereby humbly apologies you and want you to believe that this was only unintentional. You are our valuable customer and we want to serve you with the best of our services. I also assure you that you will not have to face this issue again in future. For further details, our customer service provider will contact you soon. Thank you!

Sincerely,

[You're Name]

[Senders Title] -Optional-