**Sample Apology Letter for Accounting Errors and Past Due Notice**

From:

Richard Jacob

Manager

Zenith Technologies

New York

Date: November 03, 2021

To,

Andrew Gibbs

Manager

New Age Bank

New York

Dear Mr. Andrew,

We are writing this letter to apologize you for the due notice that has been sent to you, despite making the payments before the last date. We would to highlight that it was because of some system error that you were receiving such messages that were demanding clearing of payments for the financial year 2020-21.

We have checked it at our end and found out that by mistake your company’s name has been put under the defaulters list as there is another company with almost the same name because of which such an error has occurred. And that’s the reason that you were getting payment due messages and that other company was not get intimated about the dues that need to be cleared.

We are extremely thankful that you brought to our notice this error which helped us message the defaulter company and make the required corrections in our system. Please accept our apologies for the reason such kind of an error occurred at our end. We are extremely sorry for all the trouble it caused you. We assure that such a thing will not happen in the future and we will take extra clear to make sure that no inconvenience is caused to you. We have a long association with you and you are an extremely important customer to us.

Thanking you for your patience and understanding.

Regards,

Richard Jacob

Manager

Zenith Technologies