

## **Subject: Notification of Account Discrepancy**

Date: [Insert Date]

Dear [Customer's Name],

We hope this message finds you well. We are writing to inform you of a discrepancy detected in your telecommunications account, identified under the account number [Account Number]. Our routine audit has revealed [brief description of discrepancy, e.g., "an inconsistency in your billing statement" or "unexpected charges in your recent invoice"].

We value your relationship with us and are committed to ensuring that your account is accurate and transparent. To address this matter, our team is currently investigating the situation. We would appreciate your cooperation in reviewing your recent transactions and any additional information you may have.

Please feel free to reach out to our customer service team at [Customer Service Phone Number] or [Customer Service Email] should you have any questions or require further assistance.

Thank you for your prompt attention to this matter. We look forward to resolving this discrepancy as quickly as possible.

Sincerely,

[Your Name]

[Your Title]

[Company Name]

[Company Contact Information]