

# Subject: Dispute Resolution - Late Fees

Date: [Insert Date]

Client Name: [Client Name]

Address: [Client Address]

Account Number: [Account Number]

Dear [Client Name],

Thank you for reaching out regarding the recent billing statement you received, which included late fees that you believe were incorrectly applied. We take these matters seriously and appreciate your bringing this to our attention.

Upon reviewing your account, we noted the following:

- Original Due Date: [Insert Due Date]
- Payment Received Date: [Insert Payment Date]
- Late Fee Charged: [Insert Amount]

We understand that circumstances can sometimes lead to unexpected delays. After thorough investigation, we found that [brief explanation of the findings].

As a resolution, we are willing to [insert proposed solution, e.g., waive the late fees, offer a payment plan, etc.]. Please confirm if this resolution is acceptable to you, or if you have any further questions or suggestions.

We value your business and hope to resolve this matter promptly. Thank you for your understanding and patience.

Sincerely,

[Your Name]

[Your Position]

[Your Company]

[Your Company Contact Information]