

Bank Name

Date: [Insert Date]

To: [Customer Name]

[Customer Address]

Subject: Explanation of Erroneous Transaction

Dear [Customer Name],

We are writing to inform you about an error that occurred during your recent transaction dated [Insert Transaction Date]. Our records indicate an erroneous charge of [Insert Amount] that was processed on your account number [Insert Account Number].

The error was due to [brief explanation of the cause of the error, e.g., system malfunction, human error, etc.]. We sincerely apologize for any inconvenience this may have caused you.

We have initiated a reversal of the erroneous transaction, and you should see the adjustment reflected in your account within [Insert Time Frame]. If you have any questions or need further assistance, please do not hesitate to contact our customer service at [Insert Contact Information].

Thank you for your understanding and patience as we rectify this matter.

Sincerely,
[Your Name]
[Your Position]
[Bank Name]