

Overpayment Clarification

Date: [Insert Date]

Customer Name: [Insert Customer Name]

Customer Address: [Insert Customer Address]

Account Number: [Insert Account Number]

Dear [Insert Customer Name],

We hope this message finds you well. We are writing to bring to your attention an overpayment on your account, which we have recently identified.

After reviewing your account, we found that your last payment of [Insert Payment Amount] exceeded the required amount by [Insert Overpayment Amount]. This may have occurred due to [Insert brief explanation of the possible cause, e.g., an error in billing or double payment].

We would like to clarify that this overpayment has been recorded, and you have the following options:

- Request a refund of the overpaid amount.
- Apply the excess payment to your next invoice.

Please let us know your preferred option by [Insert Deadline for Response], so we can proceed accordingly. If you have any further questions or need assistance, feel free to contact us at [Insert Contact Information].

Thank you for your attention to this matter. We appreciate your prompt response.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Your Company Contact Information]