

[Your Name]
[Your Title]
[Your Company]
[Your Address]
[City, State, ZIP Code]
[Email Address]
[Phone Number]
[Date]
[Recipient Name]
[Recipient Title]
[Recipient Company]
[Recipient Address]
[City, State, ZIP Code]

Dear [Recipient Name],

Subject: Response to Transaction Error Inquiry

Thank you for reaching out regarding the transaction error you experienced on [specific date]. We apologize for any inconvenience this may have caused and appreciate your patience as we investigate the matter.

Upon reviewing your inquiry, we found that [brief description of the error or issue]. We are currently working to resolve this and ensuring that it does not happen again in the future.

To rectify the situation, we [explain any actions taken, refunds issued, or corrective measures]. You can expect to see this resolved by [provide a timeline if applicable].

We value you as our customer and are committed to providing you with the best service possible. If you have any further questions, please do not hesitate to reach out to us at [contact information].

Thank you for your understanding.

Sincerely,

[Your Name]
[Your Title]
[Your Company]