[DATE]

Contact Name

Address

Address2

City,

State/Province

Zip/Postal Code

**RE: APOLOGY FOR OUR NSF CHEQUE**

Dear [CONTACT NAME],

What an unpleasant surprise I had when I received your letter dated [DATE], with our cheque enclosed marked "insufficient funds". I contacted my bank immediately.

The person to whom I spoke, [NAME], investigated and realised that a deposit that we had made several days prior has not been credited to our account by the bank.

The bank has promised that a formal letter of apology for their error will be sent promptly. Attached is our cheque in the amount of [AMOUNT] to replace the dishonoured one you have returned.

I am sure you will understand this situation was not intentional and obviously not under our control. We appreciate doing business with you. I hope this incident won’t deteriorate the good relationship that we had established so far with your company.

Kind Regards,

[YOUR NAME]

[YOUR TITLE]

[YOUR PHONE NUMBER]

[YOUREMAIL@YOURCOMPANY.COM]