SAMPLE DOCUMENT

The names, addresses, account information, and circumstances below are fictional and provided for illustration only.

Margaret L. Hensley
1847 Willow Creek Drive
Sarasota, FL 34231
(941) 555-0186
margaret.hensley@example.com

September 14, 2026

Evergreen Home Services, Inc.
Attn: Customer Account Resolution Department
2450 Westfield Commerce Boulevard
Tampa, FL 33607

Re: Request for Account Adjustment
Account No. 7842-1169-55

Dear Account Resolution Representative:

I am writing to formally request an adjustment to the above-referenced account concerning a $285 service charge and related $35 late fee that appeared on my August 2026 statement.

On July 18, 2026, I contacted Evergreen Home Services after noticing that my monthly automatic payment had not been processed as expected. During that call, I was advised by a customer service representative that the payment failure appeared to be related to a processing issue and that I should submit the regular payment manually. I did so the same day.

My regular monthly payment of $214.60 was submitted electronically on July 18 and cleared my bank account on July 20. Despite this, my August statement included an additional $285 service charge, along with a $35 late fee.

I contacted your customer service department again on August 6 and spoke with a representative named Daniel, who reviewed the account and confirmed that my regular payment had been received. He advised me to submit a written request for review of the additional charges.

Based on these circumstances, I respectfully request that Evergreen Home Services:

1. Remove the $285 service charge from my account.

2. Waive the associated $35 late fee.
3. Correct the account balance to reflect my timely payment of $214.60.
4. Confirm in writing that these charges will not negatively affect my account standing or payment history.

I have maintained this account in good standing and have consistently made my payments as required. Because the July payment issue appears to have resulted from a processing problem rather than a failure or refusal on my part to make payment, I believe an adjustment is both reasonable and appropriate.

For your review, I have enclosed a copy of my July bank statement showing the payment cleared on July 20, along with copies of the July and August account statements.

I would appreciate written confirmation once the account has been reviewed and the appropriate adjustment has been completed. If additional information is needed, I can be reached at (941) 555-0186 or margaret.hensley@example.com.

Thank you for your time and consideration. I appreciate your assistance in resolving this matter.

Sincerely,

Margaret L. Hensley

Enclosures:
July 2026 Bank Statement
July 2026 Account Statement
August 2026 Account Statement