

John Doe
123 Elm Street
Springfield, State 54321

Accounts Department
Acme Corporation
456 Maple Avenue
Springfield, State 54321

June 10, 2024

Subject: Follow-up Refund Request for Lost Payment

Dear Sir/Madam,

I am writing to follow up on my previous request concerning the refund for a payment that appears to have been lost. On May 12, 2024, I submitted a payment of \$750 for Invoice #4578, which, according to my financial institution, was successfully processed. However, according to your records, the payment was not received.

I have attached a copy of my payment confirmation and relevant bank statement excerpts for your reference. I kindly request that you review this matter urgently and initiate the refund process for the lost payment or provide an update regarding its status.

Please let me know if any further documentation is required from my side. I appreciate your prompt attention to this matter.

Sincerely,

John Doe
(555) 123-4567
johndoe@email.com

Important Notes:

- Always attach proof of payment, such as receipts or bank statements.
- Provide detailed information, including invoice number and payment date.
- Keep a copy of all correspondence for your records.
- Follow up periodically if you do not receive a timely response.
- Be polite and concise in your communication.