

Standard Refund Request Letter for Lost Payment

June 23, 2024

Accounts Department

XYZ Corporation

123 Main Street

City, State 12345

Subject: Request for Refund Due to Lost Payment

Dear Sir/Madam, I am writing to formally request a refund for a payment that appears to have been lost in transit. On May 30, 2024, I made a payment of \$1,200.00 via bank transfer (Reference No: 456789A) for Invoice #7890. However, it has come to my attention that the payment has neither been received nor reflected in my account statement with your organization. Attached are copies of my bank transaction records and the original invoice for your reference. I have contacted my bank, and they have confirmed the funds were successfully debited from my account but have not reached the intended recipient. I kindly request that you process a refund for the lost payment or provide guidance regarding the next steps. Please keep me updated on the progress of this request. Should you require any further information, do not hesitate to contact me at (555) 123-4567 or email@example.com. Thank you for your attention and prompt response to this matter.

Sincerely,

John Smith

456 Oak Avenue

City, State 67890

Important Notes:

- Always include documentation such as receipts, bank statements, or transfer references with your request.
- Contact your bank to confirm details of the lost payment before submitting a refund request.
- Keep copies of all correspondence and submitted documents for your records.
- Clearly state the payment amount, date, and relevant account or invoice numbers.
- Follow up regularly if you do not receive a timely response.