

Mervin Acme
Acme Sales Ltd.
High Street
Basingstoke
BA2 1BH

Dear Merv:

You recently inquired about the charges on your monthly bill. We are in the process of researching these charges and will be contacting you as soon as the discrepancy is resolved.

While we are conducting our investigation, we are issuing you a temporary credit.

If you have any questions or if we can be of further service, feel free to contact me.

Sincerely,