

Dear <<Responsible Party>>,

We hope this short note finds you and yours well. Three months ago, we would have never dreamt our world would be facing such volatile times, we remain confident that we will prevail and are hopeful to regain the ability to resume normal services soon.

We were going through our old accounts and realized that there is an extremely old balance on your account. We are so sorry we missed this. Due to this error and the current climate, we don’t expect anything from you. We will be crediting ($ balance amount) to your account to zero out your balance.

Thank you for your trust in our care.

Take care of those you can, we hope to see you soon.

The team from <<practice name>>

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