[Company Name]  
[Slogan]  
[Address]  
[Contact/Other Text]

Date:

RE: Error correction in salary

Dear [NAME],

It is intimated to you with great regret that the company had made a mistake in your last payment. Your invoice number was [X]. We are grateful to you for addressing this issue in the Finance department as we will not have known without it.

The department inspected your complaint thoroughly as you informed us, we did not pay you for the overtime you did in the last month. The concerned officer somehow missed your due right, and you had to go through this inconvenience.

I have assigned your case to Mr. ABC from the finance department to look over and correct the mistake as early as possible. You may be subjected to a necessary yet trivial inspection or interrogation as the protocol by him. I expect you to cooperate with him fully so he could solve your problem. I would also like to pay my gratitude to you for reporting the matter directly to me. I appreciate your professionalism.

Please accept our sincere apologies for putting you through such an uncomfortable confrontation. We genuinely regret this inconvenience to one of our most diligent employees. Our team will make sure it does not happen again to you or any of our other employees.

Sincerely,

Mark Adam,  
Director HR