

Mistake Explanation Incident Report Letter

David Clark

Customer Service Manager

XYZ Bank

123 Main Street

New York, NY 10001

October 16, 2024

Emily Watson

Branch Manager

XYZ Bank

Subject: Incident Report for Transaction Error on October 14, 2024

Dear Ms. Watson,

I am writing to formally report an error that occurred on October 14, 2024, during a customer transaction at the Main Street Branch. The mistake was made by John Stevens, a teller, while processing a fund transfer for customer Mr. James Anderson.

During the transaction, John Stevens mistakenly transferred \$5,000 to an incorrect account number. The intended amount was \$500, and the wrong account details were entered due to a manual input error. Mr. Anderson brought the issue to our attention shortly after receiving the confirmation of the transfer.

Once the mistake was identified, I immediately took the following actions:

- Informed John Stevens of the error and reviewed the transaction with him.
- Contacted the recipient bank to initiate a fund recall request.

- Notified Mr. Anderson about the actions being taken to correct the error, assuring him that the issue would be resolved promptly.

I have instructed John Stevens to undergo additional training on handling large transactions and verifying customer details to prevent similar errors in the future.

I recommend that we consider implementing an additional verification step for fund transfers above a certain amount to ensure accuracy.

Please let me know if further action is required, and I will keep you updated on the resolution of this issue.

Sincerely,

David Clark

Customer Service Manager

