Date: [Insert Date]

To: [Employee Name]

Employee ID: [Insert ID]

From: [Manager/HR Name]

Subject: Formal Written Warning: Misrepresentation of Company Policies

Dear [Employee Name],

This letter serves as a formal written warning regarding your conduct. It has come to our attention that you have misrepresented company policies to clients on the following occasion(s):

- **Date of Incident:** [Insert Date]
- **Client Involved:** [Insert Client Name]
- **Details:** [Describe the specific policy that was misrepresented and what was communicated incorrectly]

Providing inaccurate information to clients is a serious matter. Such actions can lead to client dissatisfaction, potential legal liabilities, and damage to the company's reputation. Our records show that you have been trained on the correct policies, making this error a violation of our professional conduct standards.

Required Improvements:

- Immediately cease providing unauthorized or incorrect interpretations of company policy to clients.
- Refer to the official Employee Handbook or Policy Manual before communicating terms to clients.
- Seek clarification from your supervisor if you are unsure about any policy details.
- [Optional: Complete a refresher training session by Date].

Failure to demonstrate immediate and sustained improvement, or further instances of misrepresentation, may result in additional disciplinary action, up to and including termination of employment.

Please sign below to acknowledge that you have received and understood this warning.

Sincerely,

_____

[Manager Signature]

Employee Acknowledgment:

I acknowledge that I have received this warning and have discussed it with my manager.

_____
[Employee Signature]

Date: _____