

Apology Letter for Billing Error Complaint Resolution

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

We sincerely apologize for the recent error identified on your billing statement dated [invoice date or billing period]. We understand that accurate billing is essential, and we regret any inconvenience or confusion this error may have caused.

Upon receiving your complaint, we immediately investigated the matter and discovered that the error was due to [brief explanation of the error, e.g., "an incorrect charge applied to your account"]. Please be assured that this was unintentional and we take full responsibility for the oversight.

To resolve this issue, we have taken the following steps:

- The incorrect charge of [amount] has been removed from your account.
- A corrected statement has been issued and attached for your reference.
- Any resulting late fees or penalties related to this error have also been waived.

We are committed to providing you with the highest quality of service and have reviewed our billing process to prevent similar issues from occurring in the future.

If you have any questions or require further assistance regarding this matter, please do not hesitate to contact me directly at [your phone number] or [your email address].

Thank you for bringing this to our attention and giving us the opportunity to correct the error. We value your trust and appreciate your continued business.

Sincerely,

[Your Name]

[Your Title/Position]

[Company Name]