

Date: [Insert Date]

[Customer Name]

[Customer Address]

[City, State ZIP Code]

Dear [Customer Name],

We are writing to address an error identified on your most recent account statement. Our records indicate that your account was inadvertently charged twice for the same transaction on [insert date(s) of transaction(s)]. Please accept our sincere apologies for any inconvenience or confusion this may have caused.

We understand the importance of accurate billing and strive to provide a seamless experience for our valued customers. Upon discovering this issue, our team took immediate action to investigate the discrepancy. We are pleased to inform you that the duplicate charges will be [refunded/credited] to your account promptly. You should see this adjustment reflected within [insert timeframe, e.g., 3-5 business days].

Your satisfaction is extremely important to us, and we are committed to resolving billing issues quickly and professionally. If you have any further questions, or if there is anything else we can assist you with, please feel free to contact our customer service department at [customer service phone number] or [customer service email address].

Once again, we apologize for any inconvenience this may have caused and thank you for your understanding and continued trust in our company.

Sincerely,

[Your Name]

[Your Title]

[Company Name]

[Company Contact Information]