

Date: [Insert Date]

Dear [Customer Name],

Thank you for being a valued and loyal customer of [Company Name]. We truly appreciate your continued trust in our services.

We are writing to inform you about a recent review of your account which revealed an overcharge on your invoice dated [Insert Invoice Date], with invoice number [Insert Invoice Number]. Please accept our sincerest apologies for the inconvenience this may have caused.

Upon careful investigation, we discovered that you were charged an excess amount of [Insert Overcharge Amount]. To promptly resolve this, we have issued a refund/credit of [Insert Refund/Credit Amount] to your account. This adjustment will reflect within [Insert Time Frame] on your statement.

In recognition of your loyalty and to further express our regret for this oversight, we are also providing you with a goodwill compensation of [Insert Compensation Details, e.g., a \$25 credit to your next bill, a gift card, etc.]. It is our priority to ensure that you continue to receive the exceptional service you deserve.

We have taken steps to prevent such errors from occurring in the future and will continue to monitor our billing processes closely.

If you have any further questions or concerns, please do not hesitate to contact our customer care team at [Insert Phone Number/Email]. Thank you for your understanding and for allowing us the opportunity to make things right.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]