

Date: [Insert Date]

To:
[Customer Name]
[Customer Address]
[City, State, ZIP Code]

Subject: Apology for Double Billing Error

Dear [Customer Name],

We are writing to you regarding your recent experience with our billing process. This letter serves as a formal **apology for the double billing error** that occurred on your account. We sincerely regret any inconvenience or confusion this mistake may have caused.

Upon discovering the error, our team immediately investigated the matter and has taken corrective action to resolve the billing issue. We want to reassure you that your account has been updated and you will not be charged twice for the same service.

We take full responsibility for this oversight and understand the importance of transparent and accurate billing practices. Your trust is very important to us, and we are committed to ensuring this kind of error does not happen again.

Please accept our sincerest apologies for this error. If you have any further concerns or questions regarding your account or any other matter, do not hesitate to contact us at [Customer Service Phone Number] or [Customer Service Email].

Thank you for your understanding and for being a valued customer.

Sincerely,
[Your Name]
[Your Title/Position]
[Company Name]
[Contact Information]