

Date: [Insert Date]

[Customer Name]

[Customer Address]

[City, State ZIP Code]

Dear [Customer Name],

We are writing to sincerely apologize for a recent error that occurred in your billing statement dated [Insert Billing Statement Date]. After reviewing your account, we have identified a mistake that resulted in an inaccurate charge of [Insert Dollar Amount/Error Details].

Please accept our deepest apologies for any confusion or inconvenience this may have caused. At [Your Company Name], we value your trust and strive to maintain the highest standards of accuracy and service.

As a corrective action, we have promptly adjusted your account to reflect the accurate billing amount. Additionally, we are offering a compensation adjustment of [Insert Compensation Amount or Description, e.g., "\$20 credit", "a 10% discount on your next bill"] to your account, as a gesture of goodwill for the inconvenience experienced.

The updated statement and details of the adjustment have been enclosed for your reference. If you have any questions or require further clarification, please do not hesitate to contact our customer service team at [Insert Contact Information].

Thank you for bringing this to our attention and allowing us the opportunity to resolve the issue. We greatly appreciate your understanding and your continued loyalty.

Sincerely,

[Your Name]

[Your Title/Position]

[Your Company Name]

[Contact Information]