

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State ZIP Code]

Subject: Bill Adjustment for Overcharging Due to Late Payment Penalty Error

Dear [Customer Name],

We are writing to inform you about a recent review of your account that revealed an error in your most recent billing statement dated [Date of Bill]. Upon investigation, we discovered that a late payment penalty was erroneously applied to your account.

We understand the importance of precise and transparent billing. The late payment fee of [Amount] was charged in error, resulting in an overcharge on your invoice. Please accept our sincere apologies for any inconvenience or confusion this may have caused.

To correct this, we have immediately taken the following actions:

- The incorrect late payment penalty of [Amount] has been removed from your account.
- Your adjusted invoice is now [New Amount]. Please see the attached revised statement for your reference.
- If you have already paid the full amount, a credit of [Amount] will be applied to your account or refunded at your request.

We appreciate your prompt attention to your payments and value your continued business. If you have any questions or require further assistance, please do not hesitate to contact our billing department at [Phone Number] or [Email Address].

Thank you for your understanding and allowing us the opportunity to promptly correct this mistake.

Sincerely,

[Your Name]

[Your Title]

[Your Company Name]