

Date: [Insert Date]

To Our Valued Customer,

Subject: Apology for Billing Discrepancy Due to System Error

We are writing to sincerely apologize for a recent billing discrepancy that you may have encountered on your account. We understand that such issues can be both confusing and inconvenient, and want to assure you that your concerns are our highest priority.

Upon thorough review, we have identified that the issue was caused by a technical error within our billing software. Unfortunately, this resulted in incorrect charges being reflected on some invoices. Please rest assured that we are working diligently to correct all affected invoices and to minimize any disruption this may have caused.

Corrected invoices will be sent to you promptly, and any necessary adjustments or refunds will be processed without delay. Our team is also available to provide you with support and answer any questions or concerns you may have regarding this matter.

We deeply regret any trouble or inconvenience this error may have caused. As part of our ongoing commitment to transparency and trust, we are implementing additional safeguards within our systems to prevent such discrepancies from occurring in the future.

Thank you for your patience, understanding, and continued trust in our company. Should you require immediate assistance, please contact our billing support team at [Insert Contact Information], and we will be happy to assist you.

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