

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

We sincerely apologize for the recent error in your billing statement dated [date of incorrect statement]. We understand how important accurate billing is to our valued customers, and we regret any inconvenience this mistake may have caused.

Upon reviewing your account, we discovered that [briefly explain the nature of the error, e.g., "an incorrect charge was applied to your account for services not rendered"]. As soon as the error came to our attention, we took immediate steps to correct it.

Please find attached a revised statement reflecting the accurate amounts. We have also ensured that any charges in error have been fully rectified, and you will see a credit of [\$amount] applied to your account. If you have already made a payment based on the previous statement, the adjustments will be reflected in your next billing cycle.

We are committed to delivering transparent and precise billing practices. To prevent similar errors in the future, we are reviewing our processes and providing additional training to our team.

Should you have any questions or require further assistance, please feel free to contact our billing department at [phone number] or [email address]. Your satisfaction is very important to us.

Thank you for your understanding and continued trust in [Your Company Name].

Sincerely,

[Your Name]

[Your Title]

[Your Company Name]

[Contact Information]