

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

We sincerely apologize for the error identified on your recent billing statement for account number [Account Number]. It has come to our attention that an incorrect charge was applied to your account due to [brief explanation of the error, e.g., a processing oversight/mistaken data entry].

Please rest assured that we have acted swiftly to correct this mistake. The incorrect charge of [incorrect amount] has been reversed, and your account now reflects the accurate balance. A revised statement is enclosed for your records.

We understand how important accurate billing is to our customers, and we regret any inconvenience or confusion this error may have caused. At [Your Company Name], we are committed to providing the highest level of service and transparency.

If you have any questions or require further assistance, please contact our customer service team at [customer service phone number] or [customer service email].

Thank you for your understanding and for giving us the opportunity to correct this issue. We value your business and appreciate your continued trust in us.

Sincerely,

[Your Name]

[Your Title]

[Your Company Name]