

[Your Company Letterhead]

Date: [Insert Date]

Customer Name: [Customer Name]

Customer Address: [Customer Address]

Account Number: [Customer Account Number]

Dear [Customer Name],

Thank you for bringing the recent billing discrepancy on your account to our attention. We sincerely apologize for any confusion or inconvenience this may have caused you.

Upon reviewing your billing statement, we identified that an error occurred in the amount billed for [describe the nature of the billing error, e.g., "your recent purchase of product XYZ"]. We take such matters very seriously, and I am pleased to inform you that we have promptly corrected the error on your account.

A credit of [insert corrected amount] has been applied to your account, which will be reflected on your next billing statement. Enclosed, you will also find a revised copy of your statement for your records.

We understand how important accurate billing is to our valued customers, and we have taken steps to ensure this type of error does not occur again. Our team has reviewed our billing procedures and implemented additional checks for greater accuracy moving forward.

Once again, we regret any inconvenience this may have caused and appreciate your patience and understanding. Should you have any further questions or require additional assistance, please feel free to contact us at [customer service phone number] or [customer service email].

Thank you for your continued trust in [Your Company Name]. We appreciate your business and look forward to serving you.

Sincerely,

[Your Name]

[Your Title]

[Your Company Name]