

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

We are writing to sincerely apologize for the recent duplication of your billing statement, which may have caused you confusion or inconvenience. At [Company Name], we are committed to providing accurate and timely billing services, and we regret that an error occurred in this instance.

Upon review, we discovered that due to a processing oversight, multiple copies of the same billing statement were issued and sent to your address. Please rest assured that this was an isolated incident, and immediate steps have been taken to correct our process and prevent similar issues from occurring in the future.

We thank you for your understanding and patience regarding this matter. If you have any questions or if you require assistance verifying your account details, please do not hesitate to contact our customer service team at [Customer Service Phone Number] or [Customer Service Email].

We value your trust in [Company Name] and appreciate the opportunity to serve you. Once again, we apologize for any inconvenience this may have caused.

Sincerely,

[Your Name]

[Your Title]

[Company Name]

[Contact Information]