

Date: [Insert Date]

[Recipient Name]
[Recipient Address]
[City, State, ZIP Code]

Subject: Apology for Charging Extra Fees in Billing Statement

Dear [Recipient Name],

This letter serves as a sincere **apology for charging extra fees in the billing statement**. We acknowledge the oversight and any inconvenience this may have caused, and we are committed to correcting the error promptly. Our goal is to maintain transparency and trust in our billing process, ensuring that all charges are accurate and justified. We appreciate your understanding and patience as we work to resolve this matter to your satisfaction.

Upon reviewing your recent billing statement, we discovered that an extra fee was mistakenly added to your account. Please accept our heartfelt apology for this error. We have already initiated the necessary steps to refund the incorrect amount, and you will see the adjustment reflected in your next statement.

We value your business and assure you that we have taken measures to prevent similar mistakes in the future. If you have any further questions or require additional assistance, please do not hesitate to contact our customer service team at [Customer Service Phone Number] or [Customer Service Email].

Thank you for your understanding and continued trust in our company.

Sincerely,
[Your Name]
[Your Position]
[Company Name]