

Date: [Insert Date]

To: [Customer Name]  
[Customer Address]

Subject: Apology for Billing Error and Corrective Action Taken

Dear [Customer Name],

This letter serves as a formal **apology for the billing error** that occurred on your recent invoice.

We have thoroughly reviewed your account and discovered an error in the billing process affecting your charges. We sincerely regret any inconvenience this may have caused, and appreciate your patience as we worked to resolve this matter.

Upon identifying the discrepancy, our team immediately took the following corrective actions:

- Reviewed and verified the invoice in question.
- Adjusted the charges to reflect the correct amount.
- Issued a revised invoice/credit as appropriate (see attached for details).
- Implemented additional checks and process improvements within our billing system to prevent similar errors in the future.

We value your trust and remain committed to delivering transparent and accurate service to all our customers. If you have any further questions or concerns about your account, please do not hesitate to contact us at [Customer Support Contact Information].

Thank you for your understanding and continued support.

Sincerely,

[Your Name]

[Your Title/Position]

[Company Name]

[Contact Information]