

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State ZIP Code]

Dear [Customer Name],

Thank you for contacting us regarding your recent billing statement. We sincerely apologize for any inconvenience caused due to the overcharge on your account.

Upon reviewing your account, we discovered that an error occurred during the billing process, resulting in an incorrect charge of [Overcharged Amount] on [Date of Transaction]. Please rest assured that this was an isolated incident and not reflective of our usual standards.

We have immediately corrected this error by issuing a refund of [Overcharged Amount], which will be credited to your account within [Number of Days, e.g., 3-5 business days]. To further demonstrate our commitment to your satisfaction, we are also providing a goodwill compensation of [Describe compensation, e.g., a \$20 credit to your next bill or a complimentary service], which will appear on your upcoming statement.

We value your trust and appreciate the opportunity to resolve this matter promptly. Our team is committed to transparent communication and excellent service, and we have taken the necessary steps to prevent similar issues in the future.

Should you have any further questions or concerns, please do not hesitate to contact our customer service team at [Customer Service Phone Number] or [Customer Service Email Address].

Thank you for your understanding and continued loyalty.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Information]