

Date: [Insert Date]

[Client Name]

[Client Address]

[City, State ZIP Code]

Dear [Client Name],

I am writing to sincerely apologize for the recent error regarding the service charges on your account. We have discovered that incorrect charges were applied to your most recent invoice dated [Insert Invoice Date]. We understand how frustrating and inconvenient billing errors can be, and we take full responsibility for this oversight.

Upon reviewing your account, we identified the source of the mistake and have already taken steps to promptly correct it. The excess amount of [Insert Amount] has been reversed, and an updated invoice has been issued for your records. You should see this adjustment reflected in your account within the next [Insert Timeframe].

At [Your Company Name], we are committed to accurate billing and transparent service. We are currently reviewing and enhancing our internal processes to ensure that similar errors do not occur in the future.

We value your trust and appreciate your understanding in this matter. Should you have any further questions or concerns, please do not hesitate to contact me directly at [Your Phone Number] or [Your Email Address].

Thank you for your continued partnership.

Sincerely,

[Your Name]

[Your Title]

[Your Company Name]