

Date: [Insert Date]

[Customer Name]
[Customer Address]
[City, State, ZIP]

Dear [Customer Name],

Subject: Adjustment of Incorrect Statement Charges

Thank you for bringing to our attention the incorrect charges reflected in your recent account statement dated [Statement Date]. We sincerely apologize for any inconvenience this may have caused.

Upon reviewing your account, we have identified the source of the error. The charges in question, totaling [Incorrect Amount], were applied due to [brief explanation of the error, e.g., a system processing issue, incorrect entry, etc.]. Please be assured that this was unintentional and does not reflect our commitment to accurate billing.

We have corrected the error and have issued an adjustment for the amount of [Incorrect Amount], which will appear as a credit on your next statement. Enclosed/attached is a revised statement for your records, showing the corrected balance.

We value your trust and appreciate your patience as we resolved this matter. If you have any further questions or require additional assistance, please do not hesitate to contact our customer service team at [Customer Service Phone/Email].

Thank you for allowing us the opportunity to correct this mistake and for your continued business.

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