

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Subject: Response to Complaint – Overcharge Resolution and Compensation Offer

Dear [Customer Name],

Thank you for reaching out to us regarding the recent overcharge on your account. We sincerely apologize for any inconvenience and frustration this may have caused.

Following a thorough review, we have identified that an overcharge amounting to [specify amount] occurred on your [invoice/statement/account] dated [date]. This was due to [briefly explain reason, e.g., a billing system error, duplicate charge, etc.]. Please accept our apologies for this oversight and any resulting inconvenience.

To promptly resolve this issue, we have already processed a refund of [overcharged amount] to your original payment method. In addition, as a gesture of goodwill and appreciation for your patience, we would like to offer you [describe compensation, e.g., a credit of \$XX to your account, a discount on your next purchase, or a complimentary service].

We strive to maintain the highest standards of service, and your feedback is invaluable in helping us improve. Please rest assured that we are taking steps to prevent similar issues from occurring in the future.

If you have any further questions or require additional assistance, please do not hesitate to contact us at [customer service number] or [customer service email].

Once again, we apologize for this error and thank you for your continued trust in [Company Name].

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]