

Overcharge Inquiry Response

Date: [Insert Date]

From: [Your Company Name]

To: [Customer's Name]

Address: [Customer's Address]

Dear [Customer's Name],

Thank you for reaching out to us regarding your concerns about the recent charge on your account. We appreciate your inquiry and understand how important it is to clarify any discrepancies.

After reviewing your account and the relevant transaction details, we found that the charge of [Insert Amount] dated [Insert Date] was, in fact, for [Insert Description of the Charge]. However, we recognize that there may have been a misunderstanding.

To address this issue, we have credited your account with the amount of [Insert Amount] and adjusted the billing statement accordingly. You can expect to see this adjustment reflected in your next billing cycle.

If you have any further questions or require additional assistance, please do not hesitate to contact us at [Insert Phone Number] or [Insert Email Address]. We value your business and are here to help.

Thank you for your understanding.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Your Company Phone Number]

[Your Company Email Address]