

Dear [Customer's Name],

I hope this message finds you well. I am writing to sincerely apologize for the recent inaccuracies in your billing statement dated [Date]. We understand how important accurate charges are for our customers, and we take this matter very seriously.

After reviewing your account, we found that [brief explanation of the error]. This was entirely our oversight, and we are truly sorry for any confusion or inconvenience this may have caused.

Please rest assured that we have taken immediate action to correct the error. Your account has been updated, and you will receive a revised statement reflecting the correct charges by [Date]. If you have already made a payment based on the inaccurate statement, a refund will be issued promptly.

We value your relationship with us and are committed to ensuring your satisfaction. If you have any further questions or concerns, please do not hesitate to reach out to our customer service team at [Customer Service Phone Number] or [Customer Service Email].

Thank you for your understanding and patience regarding this matter. We appreciate your trust in us and are dedicated to delivering a better experience in the future.

Sincerely,

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