

# Complaint Resolution Summary

**Date:** [Insert Date]

**Customer Name:** [Insert Customer Name]

**Customer Account Number:** [Insert Account Number]

## Summary of Complaint:

[Insert brief description of the billing issue]

## Actions Taken:

[Insert detailed description of the steps taken to resolve the issue]

## Resolution:

[Insert final resolution provided to the customer]

## Follow-up:

[Insert any necessary follow-up actions or contact information]

## Thank You:

We appreciate your patience while we resolved this matter. If you have any further questions, please feel free to reach out.

Sincerely,

[Your Name]

[Your Title]

[Company Name]

[Contact Information]