

Subject: Apology for Billing Error

Dear [Customer's Name],

I hope this message finds you well. I am writing to sincerely apologize for the recent billing issue you experienced with your account. We understand how important accurate billing is and regret any inconvenience this may have caused you.

Upon investigation, we found that the error was due to [brief explanation of the issue]. We take full responsibility for this oversight and are currently working to resolve it. We have adjusted your account accordingly, and you should see the corrected amount reflected in your next billing cycle.

As a token of our commitment to excellent service, we would like to offer you [compensation if applicable]. We appreciate your understanding in this matter and are dedicated to ensuring your experience with us remains positive.

Please do not hesitate to reach out if you have any further questions or concerns. Our customer service team is here to assist you.

Thank you for your continued trust in us.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]