

# Letter of Explanation and Apology

**[Your Name]**

[Your Title]

[Your Company Name]

[Your Company Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Date]

**[Recipient Name]**

[Recipient Title]

[Recipient Company Name]

[Recipient Company Address]

[City, State, Zip Code]

Dear [Recipient Name],

I hope this message finds you well. I am writing to sincerely apologize for the recent oversight regarding your billing statement dated [insert date]. After reviewing your account, I discovered that an error occurred in the calculation of your charges, resulting in an overbilling of [insert amount].

Please rest assured that we take this matter very seriously, and steps have been taken to ensure such mistakes do not happen in the future. We value your trust and commitment to our services, and it is important to us that we rectify this situation promptly.

We have processed a refund of [insert amount] which should reflect in your account within [insert timeframe]. If you have any questions or require further clarification, please do not hesitate to reach out to me directly.

Thank you for your understanding and patience regarding this matter. We appreciate your continued support and look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Title]

[Your Company Name]