

Apology for Billing Discrepancy

[Your Name]
[Your Position]
[Your Company]
[Address Line 1]
[Address Line 2]
[City, State, Zip Code]
[Email Address]
[Phone Number]
[Date]

[Recipient Name]
[Recipient Position]
[Recipient Company]
[Address Line 1]
[Address Line 2]
[City, State, Zip Code]

Dear [Recipient Name],

I hope this message finds you well. I am writing to sincerely apologize for the recent billing discrepancy you experienced with your account.

Upon reviewing your case, we identified an error in our billing system that led to [brief description of the discrepancy]. We understand how important accurate billing is, and we take full responsibility for this oversight.

To rectify this situation, we have [explain the steps taken to correct the error or any adjustments made]. We appreciate your understanding and patience as we resolved this matter.

Please rest assured that we are taking steps to ensure this does not happen again in the future. Your satisfaction is very important to us, and we value your business.

Thank you for your understanding, and if you have any further questions or concerns, please do not hesitate to reach out to me directly.

Sincerely,
[Your Name]
[Your Position]
[Your Company]