

Subject: Billing Issue Resolution

Dear [Customer's Name],

Thank you for reaching out regarding your recent billing concerns. We sincerely apologize for any inconvenience this may have caused.

After reviewing your account, we have identified the issue related to [specific issue, e.g., "duplicate charges on your last invoice"]. We have [action taken, e.g., "removed the duplicate charges and issued a refund of \$XX.XX, which should reflect within 3-5 business days"].

If you have any further questions or concerns, please don't hesitate to contact us at [contact number] or [email address]. We value your business and appreciate your understanding.

Thank you for your patience.

Best regards,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]