

Goodwill Credit Adjustment

Date: [Insert Date]

[Your Name]

[Your Position]

[Your Company's Name]

[Company's Address]

[City, State, Zip Code]

Dear [Customer's Name],

Thank you for your recent communication regarding your account. We appreciate your patience as we reviewed your billing statement.

After examining your account, we identified a billing error that resulted in an overcharge of [Insert Amount]. To rectify this mistake, we are pleased to offer you a goodwill credit adjustment of [Insert Amount]. This credit will be applied to your next billing cycle.

We apologize for any inconvenience this may have caused and thank you for your understanding. If you have further questions or concerns, please do not hesitate to reach out to us at [Contact Information].

Thank you for being a valued customer.

Sincerely,

[Your Name]

[Your Position]

[Your Company's Name]