

Notification of Billing Error

Dear [Customer Name],

We hope this message finds you well. We are writing to inform you of a billing error that has occurred on your account with us (Account Number: [Account Number]).

Upon reviewing our records, we found that an incorrect charge of [Amount] was applied on [Date]. We sincerely apologize for this error and any inconvenience it may have caused you.

To resolve this issue, we have issued a refund of the erroneous charge, which should reflect in your account within [Time Frame]. If you have any questions or require further assistance, please do not hesitate to contact our customer service team at [Customer Service Phone Number] or [Customer Service Email].

Thank you for your understanding and continued support.

Best regards,
[Your Name]
[Your Position]
[Company Name]
[Company Contact Information]