

Billing Error Notification

Date: [Insert Date]

Dear [Customer's Name],

We hope this message finds you well. We are writing to inform you of a billing error that occurred on your recent invoice dated [Invoice Date].

Upon reviewing your account, we discovered that [describe the error, e.g., an overcharge, a duplicate charge, etc.]. We sincerely apologize for any confusion this may have caused.

To rectify this issue, we have [explain the corrective action taken, e.g., issued a refund, corrected the bill, etc.]. This correction will reflect in your account within [timeframe].

If you have any questions or require further assistance, please do not hesitate to reach out to our billing department at [Contact Information].

Thank you for your understanding and patience regarding this matter.

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