

# Notification of Duplicate Account Charges

Date: [Insert Date]

Dear [Customer's Name],

We hope this message finds you well. We are writing to inform you of an important matter regarding your account with us.

It has come to our attention that there have been duplicate charges applied to your account for the billing cycle of [insert billing cycle]. This may have occurred due to a processing error. We apologize for any inconvenience this may have caused.

Details of the charges are as follows:

- Charge Date: [Insert Date]
- Charge Amount: [Insert Amount]
- Description: [Insert Description]

We are currently in the process of rectifying this issue and will ensure that any duplicate charges are promptly refunded to your account. You can expect to see the correction reflected within the next [insert time frame].

If you have any questions or require further assistance, please do not hesitate to contact our customer service team at [insert contact information].

Thank you for your understanding and continued support.

Sincerely,

[Your Name]

[Your Title]

[Company Name]

[Company Contact Information]