

[Your Name]
[Your Position]
[Your Company Name]
[Company Address]
[City, State, Zip Code]
[Email Address]
[Phone Number]
[Date]

[Recipient Name]
[Recipient Position]
[Recipient Company Name]
[Company Address]
[City, State, Zip Code]

Dear [Recipient Name],

I hope this message finds you well. I am writing to sincerely apologize for the recent billing inaccuracies that you experienced with your account. We strive to maintain the highest standards of service, and we regret any inconvenience this may have caused you.

Upon reviewing your account, we identified the errors and have taken immediate steps to rectify them. The correct invoice has been issued, and any discrepancies have been corrected. Please rest assured that we are implementing measures to prevent such occurrences in the future.

Thank you for your understanding and patience during this time. If you have any further questions or concerns, please feel free to reach out to me directly.

Sincerely,
[Your Name]
[Your Position]