

Letter of Remorse for Billing Mistake

Dear [Customer's Name],

I hope this message finds you well. I am writing to express my sincerest apologies for the recent billing mistake related to your account with us. We value you as a customer and deeply regret any inconvenience this error may have caused.

Upon reviewing your account, we identified that [briefly explain the error]. We have taken immediate steps to rectify this mistake, and you should see the correct charges reflected in your account shortly.

Please rest assured that we are taking this matter seriously and making improvements to our billing process to prevent similar issues in the future. We appreciate your understanding and patience during this time.

If you have any questions or further concerns, please do not hesitate to reach out to me directly at [Your Contact Information]. Thank you for your understanding.

Sincerely,

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