

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Date]

[Recipient's Name]

[Recipient's Title]

[Company Name]

[Company Address]

[City, State, Zip Code]

Dear [Recipient's Name],

I hope this message finds you well. I am writing to sincerely apologize for the billing discrepancy that has recently come to my attention regarding my account.

After reviewing my records, I realized that there was an error in the billing statement dated [insert date]. The incorrect charge of [insert amount] has caused confusion and I deeply regret any inconvenience this may have caused.

We value your business and are committed to resolving this issue promptly. Please be assured that we are taking corrective measures to ensure that similar errors do not occur in the future. I appreciate your understanding and patience as we rectify this situation.

If you have any questions or require further clarification, please do not hesitate to reach out to me directly at [your phone number] or [your email address].

Thank you for your understanding.

Warm regards,

[Your Name]

[Your Title]