

Notification of Erroneous Account Charges

Date: [Insert Date]

To: [Customer's Name]

[Customer's Address]

[City, State, Zip Code]

Dear [Customer's Name],

We are writing to inform you about an issue that has come to our attention regarding erroneous charges applied to your account. After a thorough review, we have identified the following incorrect charges:

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

We sincerely apologize for any inconvenience this may have caused. We are in the process of correcting these charges and will issue a refund to your account within [Insert Timeframe].

If you have any questions or concerns, please do not hesitate to contact our customer service team at [Insert Phone Number] or [Insert Email Address].

Thank you for your understanding and patience as we resolve this matter.

Sincerely,

[Your Name]

[Your Title]

[Your Company]

[Company Contact Information]