

# **Subject: Important Information Regarding Your Recent Billing Statement**

Dear [Customer's Name],

We hope this message finds you well. We are writing to inform you about an unexpected amount reflected in your recent billing statement dated [Date]. We understand how concerning this can be, and we would like to clarify the situation.

Upon review, we discovered [brief explanation of the reason for unexpected billing, e.g., additional service usage, billing error, etc.]. As a result, your recent charge was higher than anticipated.

We apologize for any confusion this may have caused. Please rest assured that we are committed to resolving this issue promptly. If you have questions or require further assistance, please feel free to contact our customer service team at [Customer Service Phone Number] or [Customer Service Email].

Thank you for your understanding and patience in this matter.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]