

# Notification of Billing Misunderstanding

Date: [Insert Date]

To: [Customer's Name]

[Customer's Address]

Dear [Customer's Name],

We hope this message finds you well. We are reaching out to you regarding a misunderstanding that has occurred with your recent billing.

Upon review of your account, we noticed that there appears to be an inconsistency with the charges associated with your latest invoice dated [Insert Invoice Date]. The amount billed was [Insert Amount], however, the agreed-upon charges should have been [Insert Correct Amount].

We sincerely apologize for any inconvenience this may have caused and are currently investigating the situation to ensure accuracy moving forward.

Please feel free to reach out to our customer service team at [Insert Phone Number] or [Insert Email Address] if you have any questions or if you would like to discuss this matter further.

Thank you for your understanding and cooperation.

Best regards,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]