

Notification of Erroneous Service Charges

Date: [Insert Date]

To: [Customer's Name]

[Customer's Address]

Dear [Customer's Name],

We hope this message finds you well. We are writing to inform you of an error that has been identified in your recent service charges associated with your account [Account Number].

Upon reviewing our records, we discovered that an incorrect amount of [Erroneous Amount] was charged to your account for the service rendered on [Date of Service]. This was an oversight on our part, and we sincerely apologize for any confusion it may have caused.

We have corrected this error and your account has been adjusted. The corrected charge is now [Corrected Amount], and this adjustment will reflect in your next billing statement.

If you have any questions or require further assistance, please do not hesitate to reach out to our customer service team at [Customer Service Phone Number] or [Customer Service Email].

Thank you for your understanding and for being a valued customer.

Sincerely,

[Your Name]

[Your Title]

[Company Name]

[Company Phone Number]

[Company Email]