

Dear [Customer's Name],

We hope this message finds you well. We are writing to inform you that we have identified an overcharge in your recent billing statement dated [Billing Date]. After careful review, it appears that you were billed [Overcharged Amount] more than what is due.

We sincerely apologize for this error and would like to assure you that we are taking immediate steps to rectify the situation. A refund of [Refund Amount] will be processed and should reflect in your account within [Refund Processing Time].

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

Thank you for your understanding and patience in this matter.

Best regards,

[Your Company's Name]

[Your Company's Contact Information]