

# Letter of Apology for Billing Error

Date: [Insert Date]

[Recipient's Name]

[Recipient's Address]

[City, State, Zip Code]

Dear [Recipient's Name],

I hope this message finds you well. I am writing to sincerely apologize for the recent billing error that has occurred on your account. We take full responsibility for this oversight and want to assure you that we are taking the necessary steps to rectify this situation.

Upon reviewing your account, we discovered that [briefly explain the error, e.g., "you were mistakenly charged for services not rendered"]. This was an error on our part, and we deeply regret any confusion or inconvenience this may have caused you.

We have corrected the error and issued a refund of [insert amount] which should reflect in your account within [insert timeframe]. Additionally, we are reviewing our processes to ensure that such errors do not occur in the future.

We truly value your business and appreciate your understanding regarding this matter. If you have any further questions or concerns, please do not hesitate to contact me directly at [your phone number] or [your email address].

Thank you for your patience and understanding.

Sincerely,

[Your Name]

[Your Position]

[Your Company]

[Your Company Address]

[City, State, Zip Code]