

Apology for Erroneous Charges

Dear [Recipient's Name],

I hope this message finds you well. I am writing to sincerely apologize for the erroneous charges that occurred on your recent [invoice/bill or transaction] dated [date]. We deeply value your trust in us and take full responsibility for this mistake.

Upon reviewing your account, we discovered that the charges were incorrectly applied due to [brief explanation of the error]. We understand how frustrating this must be for you, and we are committed to rectifying the situation promptly.

To resolve this, we have [explain corrective action taken, e.g., issued a refund, adjusted the charges, etc.]. You will see the correction reflected in your account by [date].

We appreciate your understanding and patience as we work through this issue. Please know that we are taking steps to ensure that such errors do not occur in the future.

If you have any further questions or require additional assistance, please do not hesitate to reach out to me directly at [your phone number] or [your email].

Thank you for your understanding, and we look forward to continuing to serve you.

Sincerely,
[Your Name]
[Your Position]
[Company Name]
[Contact Information]