[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Date]

[Recipient Name]

[Recipient Title]

[Company Name]

[Company Address]

[City, State, Zip Code]

Dear [Recipient Name],

I am writing to sincerely apologize for the recent billing errors that have occurred in your account. We take such matters very seriously and regret any inconvenience this may have caused you.

Upon reviewing your account, we discovered that [brief explanation of the error, e.g., "you were incorrectly charged for the service"]. We have taken immediate steps to correct this mistake and have issued a refund of [amount] to your account.

Please be assured that we are working diligently to ensure that similar errors do not occur in the future. We value your trust and appreciate your understanding in 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]

[Company Name]