

Heartfelt Apology for Billing Miscommunication

Dear [Recipient's Name],

I hope this message finds you well. I am writing to sincerely apologize for the miscommunication regarding your recent billing statement. We value you as a customer, and it deeply concerns us that there has been any confusion on this matter.

After reviewing your account, I understand that we did not provide the correct information regarding your charges. This oversight does not reflect our commitment to excellent customer service, and we take full responsibility for any inconvenience this may have caused you.

Please rest assured that we are taking steps to rectify this situation. We are in the process of reviewing your account and will issue the correct billing statement by [specific date]. Furthermore, we will apply a [discount/refund] on your next bill as a gesture of goodwill.

Your satisfaction is very important to us, and we appreciate your understanding during this matter. If you have any further questions or concerns, please do not hesitate to reach out to me directly at [Your Phone Number] or [Your Email Address].

Thank you for your patience and understanding.

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