

Official Apology for Incorrect Charges

Date: [Insert Date]

Dear [Recipient's Name],

I hope this message finds you well. I am writing to formally apologize for the incorrect charges that were recently applied to your account ([Account Number]). We understand how important accurate billing is to our customers and we regret any inconvenience this error may have caused.

Upon reviewing your account, we found that the charges made on [Insert Date of Charge] were in error. We have taken immediate steps to correct this issue, and your account has been credited with the appropriate amount, \$[Insert Amount].

We value your business and strive to maintain the highest standards in our service. Please rest assured that we are taking measures to ensure that such errors do not occur in the future.

Thank you for your understanding and patience in this matter. Should you have any further questions or concerns, please feel free to reach out to our customer service team at [Contact Information].

Sincerely,

[Your Name]

[Your Title]

[Your Company Name]

[Company Contact Information]