

# Subject: Apology for Billing Discrepancy

Dear [Recipient's Name],

I hope this message finds you well. I am writing to sincerely apologize for the oversight regarding your recent billing statement dated [Date]. We understand that this error may have caused you inconvenience and frustration, and for that, we are truly sorry.

Upon reviewing your account, we found that [briefly explain the discrepancy, e.g., "an incorrect amount was billed due to a system error"]. We take full responsibility for this mistake and are actively working to rectify it.

To resolve this issue, we have [explain the corrective action being taken, e.g., "issued a corrected bill" or "refunded the overcharged amount"]. Please expect to see these changes reflected in your account by [date].

Your satisfaction is very important to us, and we appreciate your understanding and patience as we resolve this matter. If you have any further questions or concerns, please do not hesitate to reach out to me directly at [Your Contact Information].

Thank you for bringing this to our attention, and again, we apologize for any inconvenience this may have caused.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Your Contact Information]