

Letter of Regret for Incorrect Service Charge

Date: [Insert Date]

Dear [Customer's Name],

We hope this message finds you well. We are reaching out to address an oversight regarding the service charge that was applied to your recent transaction with us on [Insert Transaction Date].

We sincerely regret to inform you that the service charge of [Insert Incorrect Amount] was incorrectly billed due to [Insert Reason for Error]. We understand that this may have caused inconvenience, and for that, we are truly sorry.

To rectify this situation, we have taken the necessary steps to adjust your bill. You will see a corrected charge of [Insert Correct Amount] on your next billing statement. Additionally, we will be issuing a refund of [Insert Amount] to your account, which should be processed within [Insert Timeframe].

We value your business and appreciate your understanding in this matter. Please do not hesitate to reach out to us if you have any further questions or concerns.

Thank you for your patience.

Sincerely,

[Your Name]

[Your Position]

[Your Company]

[Contact Information]