

Dear [Customer's Name],

We hope this message finds you well. We are writing to address the recent billing issue you experienced with your account.

We sincerely apologize for any inconvenience this may have caused. Due to a technical error, your invoice for [specific charge or service] was incorrectly processed. We understand how frustrating this can be and are committed to resolving this matter swiftly.

Please be assured that we have corrected the error and the proper amount has been billed to your account. Additionally, we have taken steps to prevent this from happening in the future.

If you have any further questions or concerns, please do not hesitate to reach out to our customer service team at [contact information]. We appreciate your understanding and continued support.

Thank you for your patience.

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