

Apology for Billing Statement Error

Date: [Insert Date]

To: [Customer's Name]

[Customer's Address]

Dear [Customer's Name],

We hope this message finds you well. We are writing to sincerely apologize for the recent billing statement you received on [insert date]. It has come to our attention that the statement contained erroneous information regarding your account.

We understand how important accurate billing is to our customers, and we are truly sorry for any confusion or inconvenience this may have caused. Please rest assured that we are actively working to correct the error.

We have issued a revised billing statement, which is attached for your review. If you have any questions or require further assistance, please do not hesitate to contact us at [insert contact information].

Thank you for your understanding and patience in this matter. We value your trust in us and are committed to providing you with the highest level of service.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]