

# Billing Error Notification

Dear [Customer's Name],

We hope this message finds you well. We are writing to inform you of a billing error that has been identified in your account.

On [date of error], it appears that there was an incorrect charge of [amount] for [description of the service/product]. We sincerely apologize for any inconvenience this may have caused.

To rectify this issue, we have processed a correction and you will see a refund of [amount] credited back to your account within [timeframe].

If you have any questions or need further assistance, please do not hesitate to contact our customer service at [contact information].

Thank you for your understanding and patience regarding this matter.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Phone Number]

[Company Email Address]