

Billing Issue Resolution

Date: [Insert Date]

Customer Name: [Insert Customer Name]

Customer Address: [Insert Address]

Account Number: [Insert Account Number]

Invoice Number: [Insert Invoice Number]

Dear [Customer Name],

Thank you for reaching out regarding the billing concern you raised on [Insert Date of Inquiry]. We appreciate your patience while we investigated the issue.

After reviewing your account, we found that [briefly explain the cause of the issue]. We sincerely apologize for any confusion this may have caused.

To resolve this matter, we have [explain the resolution steps taken or to be taken]. Your account has been adjusted accordingly, and a corrected invoice will be sent to you shortly.

If you have any further questions or require additional assistance, please do not hesitate to contact us at [Insert Contact Information] or reply to this letter.

Thank you for your understanding and for being a valued customer.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]