

Apology for Billing Error - Formal

Subject: Correction Notice - Billing Error on Account [Account Number]

Dear [Customer Name],

We are writing to inform you of an error that occurred in your recent billing statement dated [Date].

Upon review of your account, we discovered that you were incorrectly charged [amount] due to [specific reason: system malfunction, data entry error, calculation mistake, etc.].

We sincerely apologize for this oversight. The error has been corrected, and the following actions have been taken:

- A credit of [amount] has been applied to your account
- Your corrected balance is now [new balance]
- The adjustment will appear on your next statement dated [date]

We understand that billing errors can cause frustration and inconvenience. Please be assured that we have taken steps to prevent similar errors from occurring in the future, including [mention any corrective measures taken].

If you have already made payment based on the incorrect statement, the overpayment will be credited to your account or refunded according to your preference. Please contact us at [phone number] or [email] to discuss your preferred option.

We value your business and apologize again for any inconvenience this error may have caused.

Sincerely,

[Your Name]

[Your Title]

[Company Name]

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