

[Date]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

Subject: Important Information Regarding Your Recent Billing Statement

Dear [Customer Name],

We are writing to sincerely apologize for a billing cycle error that occurred on your recent statement dated [Date of Statement].

Due to a technical glitch in our system, [explain the specific error, e.g., your account was charged twice / the incorrect billing period was applied / a discount was not reflected]. We understand that errors like this can be frustrating and may cause inconvenience.

Please be assured that we have already taken the following steps to resolve this:

- [Action 1: e.g., A refund of \$XX.XX has been issued to your original payment method.]
- [Action 2: e.g., Your account balance has been adjusted to reflect the correct amount.]
- [Action 3: e.g., We have corrected the system error to prevent this from happening again.]

You do not need to take any action at this time. You will see the correction reflected on your next statement or in your online account within [Number] business days.

As a gesture of our appreciation for your patience, we have applied a [Discount/Credit/Benefit] to your account.

If you have any further questions or notice any other discrepancies, please contact our billing department at [Phone Number] or [Email Address].

Thank you for your continued loyalty.

Sincerely,

[Your Name/Department Name]

[Company Name]