

Date

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Dear Customers Name:

Thank you for taking the time and trouble to report a problem you had with your billing.

We are indeed grateful for your concern and regret any inconvenience the situation may have caused you. We are pleased when comments are good; but, we are more concerned when we fail to satisfy. It is so important for people like yourself to care enough to let us know, for only by being aware of our shortcomings can we hope to correct them.

Our facilities, services must be maintained at the highest level possible. This something we both want, and you rightfully expect and deserve.

After careful examination, I discovered that an invoice was charged to your account number. I have credited your account for the \$82.69 overcharge, and have charged the proper person.

We are sincerely anxious to retain you as a ***Your Company name inserted Here*** customer, and ask that you give us another opportunity to demonstrate our ability to serve you!

Please be assured that the purpose of this letter is not to make excuses, but instead to apologize for your inconvenience and to do something about correcting the problem for the future.

Very truly yours,

Your Name
Credit Manager