

Professional apology for billing mistake

Subject: Billing Error Resolution and Apology

Dear [Patient Name],

I am writing to address the billing error that occurred with your recent statement dated [Date]. Our billing department has identified that you were incorrectly charged for [specific service or amount].

This error occurred due to [brief explanation without technical details]. We have immediately corrected your account, and you will receive a revised statement reflecting the accurate charges within [timeframe].

If you have already paid the incorrect amount, a refund of \$[amount] will be processed within [timeframe]. We sincerely apologize for any confusion or financial inconvenience this may have caused.

We are implementing additional quality control measures in our billing process to prevent similar errors from occurring.

If you have any questions about your account or this correction, please contact our billing department directly at [phone number].

We appreciate your patience and continued trust in our practice.

Sincerely,

[Practice Manager/Healthcare Provider Name]

[Medical Practice Name]

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