**Date:**

**Re. Explaining Wrong Payments on [DATE]**

Dear [NAME],

I have drafted this letter to carve out the misunderstanding and overestimation sprouted by the typographical errors in the invoice. I am writing to explain the wrong payment and assure you of the honesty, competency, and credibility of our staff members.

Our company has been serving since 20xx and we have never been charged with defrauding our customers or even with a minor charge of misdemeanor and dishonesty. We always invest a lot in developing our customers’ trust through the reliability of our services and effective quality control management.

Our quality assurance management works hand in hand with quality control management so that chances of odd circumstances can be avoided in all cases. The problem that occurred in your case belongs to typographical mistakes and therefore, we are ready to provide any evidence for this.

Currently, I, on behalf of my company, sending you apologies for the inconvenience experienced by you. I would deposit the wrongly charged payment exceeding the actual amount in your bank account. Please confirm your bank account no. and coordinate with us to cater to this issue. For contact, call us at [HLEPLINE] or write at [EMAIL]. Thank you.

Regards

[Your Name]