[Company Name]

To

[The Recipient Name]

**Re. Sincere Apology and Excuse for Sending Incorrect Invoice to You Erroneously from the Accounts Department on 23rd February 20XX**

Dear Sir,

I am writing this letter to apologize for the error in the invoice you must have received from our company. The system showed $500 instead of $50 due to an error in the machine. We apologize for the erroneous billing as the invoice sent was mistaken with another customer.

Due to the clustering swam of customers toward microfinance companies; we have encountered a huge problem of managing the customer’s care and delivering the bills/invoices. Talking honestly about the system operations, our system has been encountered some issues of abnormal functioning and erroneous operations. The sent invoice is the result of that systematic error.

The billed amount was confused with another customer and mistakenly sent to you. Hence, the error has nothing to do with the manpower or mishandling by the worker, thus there is no need of reprimanding any worker or correcting their competence.

We have also called to update our systems and operational task management. We esteem you as a worthy customer and treasure you as a proactive man who is so convenient to deal with.

I assure you that this will not happen again as we are trying our best to update our systems and we also understand the exquisitely valuable time and energy of yours. To curb this chronic issue we have also sent the proposal for new machinery and the training of the available workforce.

We do not want any customer churn in any case and therefore, we have been thinking and apprising on the concept of invoice verification. As we work in microfinance, so it is our prior need to make the verification process smoother and reliable. We apologize again for the trouble caused to you because of the error in the invoice.

We thank you for your cooperation and assistance in this regard. Customers like you are a precious asset of our business and thus keeps a lifeblood value to our company. We value our customers as you want and assure their satisfaction and contentment in such an intricate matter of monetary type. Please contact us at [X] or [X].

Regards

Sartre Lockhart  
The Manager  
Microfinance Group of Companies and Consultancy  
B-309 Circular Road, near Great River Bridge  
San Diego, CA, USA