

Ladies and gentlemen,

Thank you for joining us today. I want to address an issue that has been a concern for many of you - the repeat billing errors. I understand how frustrating and inconvenient this has been, and I sincerely apologize for any stress or disruption it may have caused.

Please know that we are committed to resolving these issues and have already taken steps to prevent future occurrences. Our team is working diligently to ensure that your billing experience is smooth and accurate. We value your trust and are grateful for your patience during this time. Your satisfaction is our top priority, and we are here to support you through this process.

Thank you for your understanding and for giving us the opportunity to make things right.

Sincerely,

[Your Name]