

Certainly! Here's a simple example:

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Ladies and gentlemen,

Thank you for joining us today. We are here to address some billing errors that have come to our attention, and we want to approach this matter with complete transparency.

First and foremost, I want to apologize for any inconvenience these errors may have caused. We take full responsibility for what has happened, and we are committed to resolving the situation swiftly and effectively.

Our team has been working diligently to identify the root causes of these errors to ensure they do not recur. We have already started implementing changes in our billing process to improve accuracy and reliability.

For those who have been affected, we are in the process of contacting you individually to discuss corrections and provide restitution where necessary. Please know that our customer support line remains open, and we encourage anyone with questions or concerns to reach out directly.

Transparency is our priority, and as such, we promise to keep you informed every step of the way. Thank you for your understanding and patience as we work to rectify these issues.

Sincerely,

[Your Name]

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