

[Your Company Letterhead]

Date: [Insert Date]

To: [Customer Name]

Address: [Customer Address]

Dear [Customer Name],

We hope this message finds you well. On behalf of **[Company Name]**, I am writing to sincerely apologize for the delay in responding to your recent inquiry/service request regarding [briefly state the issue or request, e.g., "your account update request dated MM/DD/YYYY"].

We understand that timely service is crucial, and we deeply regret any inconvenience or frustration this delay may have caused you. The delay was due to [briefly explain reason if appropriate, e.g., "an unexpected increase in service requests" or "technical issues with our support system"], and we are working diligently to resolve this matter and prevent similar occurrences in the future.

Please rest assured that we are committed to providing our customers with the highest quality of service. Your concerns and satisfaction are very important to us, and we have now [state actions taken/resolution, e.g., "processed your request and updated your account accordingly"].

As a gesture of our commitment and goodwill, we would like to offer [mention any compensation or assurance, e.g., "a discount on your next service" or "priority handling for future requests"].

We appreciate your patience and understanding during this time. If you have any further questions or require additional assistance, please do not hesitate to contact us at [phone/email].

Thank you for your continued trust in **[Company Name]**. We value your business and look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]