

Date: [Insert Date]

To:

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Subject: Apology for Late Payment

Dear [Customer Name],

We are writing to offer our sincere **apology for the late payment** in response to your recent inquiry. We acknowledge and deeply regret the delay in settling the outstanding balance due to you, and we understand the inconvenience this may have caused.

Please be assured that the delay was unintentional and not a reflection of the value we place on our relationship. Our team is committed to maintaining open, transparent communication, and we have taken immediate steps to resolve the payment issue promptly.

The payment of [Amount Due] has now been processed, and you can expect to receive it by [Expected Date]. We appreciate your patience and understanding throughout this period.

Moving forward, we are implementing improvements to our payment processes to prevent such occurrences in the future, ensuring more timely transactions.

Once again, we apologize for any inconvenience this delay may have caused. Thank you for your continued trust and partnership. If you have any questions or require further assistance, please do not hesitate to contact us.

Sincerely,

[Your Name]

[Your Title]

[Your Company Name]

[Contact Information]