

Apology Letter with Explanation for Delay Caused by Technical Issues

Date: [Insert Date]

Dear [Recipient's Name],

I am writing to sincerely apologize for the delay in [responding to your inquiry/completing your request/providing the service] that you experienced. We highly value your time and trust in our services, and I regret any inconvenience this delay may have caused you.

The delay was due to unforeseen technical issues that arose on [briefly specify date or period, e.g., June 15th]. Specifically, we encountered [brief description of the technical issue, e.g., server outages, software malfunctions, system data loss], which temporarily affected our ability to [state what was impacted, e.g., access files, process requests, communicate effectively].

Please be assured that our team responded promptly upon discovering the problem and worked diligently to resolve the issue as quickly as possible. We have since [describe corrective actions taken, e.g., restored affected systems, implemented backup solutions, conducted a thorough review], and are implementing further measures to minimize the risk of such disruptions in the future.

Once again, I apologize for any inconvenience this may have caused. If you have any further concerns or require immediate assistance, please do not hesitate to contact me directly at [Your Contact Information].

Thank you for your understanding and patience in this matter.

Sincerely,

[Your Name]

[Your Position]

[Company/Organization Name]

[Contact Information]