

[Your Company Letterhead]

[Date]

[Client Name]

[Client Position, if applicable]

[Client Company Name]

[Client Address Line 1]

[Client Address Line 2]

[City, State, ZIP Code]

Dear [Client Name],

I am writing on behalf of [Your Company Name] to sincerely apologize for the technical problem you recently experienced with our [product/service]. We truly regret any inconvenience or disruption this may have caused you and your organization.

We deeply value your feedback and appreciate you bringing this issue to our attention. Upon receiving your complaint, our technical team launched an immediate and thorough investigation to identify the root cause of the problem. We have since determined that [briefly explain the nature of the issue, e.g., a software malfunction, hardware failure, service outage, etc.] was responsible for the disruption.

Our team has successfully resolved the issue as of [date], ensuring that all systems are now functioning as intended. Additionally, we have implemented new protocols and enhanced monitoring procedures to prevent similar incidents from occurring in the future.

At [Your Company Name], we are committed to providing our clients with reliable service and the highest levels of professionalism. We understand the importance of trust and accountability in our business relationship and assure you that your satisfaction remains our top priority.

Please do not hesitate to contact me directly at [phone number] or [email address] if you have any further concerns, questions, or require additional support. We greatly appreciate your patience and understanding, and we look forward to continuing to serve you.

Once again, please accept our apologies for any inconvenience this issue may have caused. Thank you for your continued trust in [Your Company Name].

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Information]