

Date: [Insert Date]

Dear [Customer's Name],

I am writing to personally apologize for the recent mistake that occurred while handling your [order/request/account] with [Company Name]. We understand how important it is to receive reliable and consistent service, and I sincerely regret any inconvenience that our error may have caused you.

Upon reviewing your case, we discovered that [briefly explain the mistake, e.g., there was a delay in processing your order due to a system error]. We take full responsibility for this oversight and acknowledge the impact it has had on your experience with us.

Please be assured that we have taken immediate steps to resolve the issue, including [describe corrective actions taken, e.g., reprocessing your order, issuing a refund, implementing additional checks]. We are also in the process of reviewing our procedures to ensure this does not happen again in the future.

At [Company Name], we value your trust and are committed to providing the highest standards of service. Thank you for your understanding and patience in this matter. If there is anything else we can do to assist you, please do not hesitate to contact me directly at [phone number] or [email address].

Once again, I apologize for any inconvenience we have caused. We greatly appreciate your business and the opportunity to serve you better.

Sincerely,
[Your Name]
[Your Position]
[Company Name]
[Contact Information]