

Subject: Sincere Apology for Payment Delay and Repayment Assurance

Dear [Client Name],

I hope this message finds you well. I am writing on behalf of [Your Company Name] to sincerely apologize for the delay in processing the recent payment due to your account. We recognize the importance of timely payments and fully understand the inconvenience and frustration our delay may have caused you and your team.

Unfortunately, the delay was due to [briefly explain the reason, e.g., "unexpected processing issues on our end" or "temporary cash flow constraints due to unforeseen circumstances"]. Please be assured that we are taking all necessary steps to address these issues and prevent future occurrences.

We are committed to resolving the outstanding balance as quickly as possible. We have scheduled the payment for **[Repayment Date]**, and you can expect the full amount of **[Amount]** to be credited to your account on or before this date. If there are any additional documents or confirmations required from our side during this process, please let us know and we will provide them without delay.

At [Your Company Name], we greatly value the trust and professionalism within our partnership and are dedicated to maintaining a transparent and reliable relationship. If you have any further questions or require additional information, please do not hesitate to contact me directly at **[Your Email Address]** or **[Your Phone Number]**.

Once again, please accept our deepest apologies for this delay and thank you for your understanding and patience.

Kind regards,
[Your Name]
[Your Position]
[Your Company Name]
[Contact Information]