

[Date]

[Client Name]
[Client Company]
[Client Address]
[City, State, ZIP]

Dear [Client Name],

I am writing to you on behalf of [Your Company Name] to extend our sincerest apologies for the delay in responding to your recent inquiry regarding [briefly mention the subject, e.g., your account update/question/order #]. We fully understand the inconvenience and frustration that this may have caused and take full responsibility for not addressing your request in a timely manner.

The delay was due to [brief, optional explanation-e.g., an unexpected volume of requests in our support team, internal process changes, staff shortages, etc.], and it was never our intention to keep you waiting without communication. Please be assured that we have taken appropriate steps to address this issue and improve our response times.

At [Your Company Name], our clients are our highest priority, and your satisfaction is very important to us. We appreciate your patience and understanding during this time, and we want to assure you that we are fully committed to providing prompt and reliable service moving forward.

If you have any further questions or if there is anything else we can assist you with, please do not hesitate to reach out directly to me at [your email address] or [your phone number]. We value your business greatly and look forward to continuing our cooperation.

Once again, please accept our sincerest apologies for any inconvenience caused. Thank you for your understanding and continued trust in [Your Company Name].

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