

[Date]

[Customer Name]
[Customer Address]
[City, State, Zip Code]

Dear [Customer Name],

Please accept our sincerest apologies for the excessive wait time you experienced during your visit to our [Branch Name] branch on [Date of Visit].

We pride ourselves on providing efficient and timely service, and it is clear that on this occasion, we failed to meet those standards. We understand that your time is valuable and we regret any frustration or inconvenience this delay caused you.

We have reviewed the circumstances of your visit with our management team to ensure we are better staffed and prepared during peak hours. Your experience is important to us, and we are taking steps to improve our service speed moving forward.

As a gesture of our commitment to your satisfaction, we would like to [mention any compensation, e.g., offer a small credit/discount/priority service] during your next visit.

Thank you for your patience and for being a valued customer. We look forward to serving you better in the future.

Sincerely,

[Your Name]
[Your Title]
[Company/Branch Name]