

[Your Name/Title]

[Company Name]

[Branch Address]

[Date]

[Customer Name]

[Customer Address]

Dear [Customer Name],

I am writing to sincerely apologize for the unsatisfactory service you received during your recent visit to our [Branch Name] branch on [Date].

At [Company Name], we pride ourselves on providing high-quality service, and it is clear that on this occasion, we did not meet our own standards or your expectations. We have taken your feedback seriously and are currently reviewing the situation with our branch team to ensure this does not happen again.

As a gesture of our commitment to your satisfaction, we would like to [insert offer, e.g., provide a discount/waive a fee/offer a credit].

We value your business and hope to have the opportunity to regain your trust during your next visit.

Sincerely,

[Signature]

[Your Printed Name]

[Your Phone Number/Email]