

[Date]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

Subject: Apology for delayed response regarding [Case/Ticket Number]

Dear [Customer Name],

Please accept our sincere apologies for the delay in responding to your inquiry regarding the issues you experienced with our online banking platform.

We pride ourselves on providing timely support, and we regret that we did not meet our usual standards on this occasion. Due to a high volume of inquiries, it took us longer than expected to review your case.

Regarding your technical issue: [Insert brief status update or resolution, e.g., your access has been restored / the technical bug has been fixed].

To ensure this does not happen again, we are taking steps to improve our response times and technical monitoring. We value your business and appreciate your patience while we worked to resolve this matter.

If you require further assistance or are still experiencing difficulties, please contact us directly at [Phone Number] or reply to this email.

Sincerely,

[Your Name/Department Name]

[Bank Name]

[Customer Service Department]