

[Date]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

Subject: Sincere Apology Regarding Your Lost Debit Card Report

Dear [Customer Name],

I am writing to formally apologize for the delay in following up with you regarding your report of a lost debit card on [Date of Original Report].

We understand that losing a debit card is a stressful experience that requires immediate action to ensure the security of your funds. Unfortunately, due to [Reason for Delay, e.g., high volume of inquiries/technical issues], we failed to provide the timely response you deserve. This is not the level of service we strive to provide.

I want to confirm that your card ending in [Last 4 Digits] has now been [Status: e.g., permanently blocked/deactivated]. A replacement card has been ordered and will arrive at your registered address within [Number] business days.

As a gesture of our commitment to your satisfaction, we have [Optional: e.g., waived the replacement card fee/applied a small credit to your account].

If you notice any unauthorized transactions or have further concerns, please contact our priority support line at [Phone Number] immediately.

Thank you for your patience and for being a valued customer.

Sincerely,

[Your Name]

[Your Job Title]

[Bank/Company Name]