

[Your Name/Company Name]
[Address]
[City, State, Zip Code]
[Date]

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

Subject: Apology for Delayed Response - Dispute Case #[Reference Number]

Dear [Customer Name],

Please accept our sincere apologies for the delay in responding to your credit card dispute inquiry regarding the transaction dated [Date of Transaction] for [Amount].

We understand the importance of resolving financial discrepancies promptly. Unfortunately, due to [Reason for Delay, e.g., a high volume of inquiries / a technical processing error], we were unable to get back to you within our standard timeframe.

Our team is currently reviewing the details of your claim. We expect to provide you with a final resolution or a status update by [New Date]. Please rest assured that we are taking the necessary steps to ensure this matter is settled correctly.

Thank you for your patience and for being a valued customer. If you have any additional information to share, please contact us at [Phone Number] or [Email Address].

Sincerely,

[Your Signature]
[Your Printed Name]
[Your Job Title]