

[Date]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

Subject: Apology for Delay in Account Opening Assistance

Dear [Customer Name],

On behalf of [Bank Name], I would like to sincerely apologize for the delay you experienced regarding your account opening application.

We pride ourselves on providing efficient service, and it is clear that we did not meet our usual standards in this instance. The delay was caused by [briefly mention reason, e.g., high application volumes / technical issues / administrative backlog].

I am pleased to inform you that your application is now being prioritized. [Optional: Your account is now active / We require one final document to proceed]. Our team will contact you shortly to ensure the process is completed without further interruption.

To show our appreciation for your patience, we have [Optional: waived your first month's fees / applied a credit to your account].

Thank you for choosing [Bank Name]. If you have any further questions, please contact me directly at [Phone Number] or [Email Address].

Sincerely,

[Your Name]

[Your Title]

[Bank Name]