

[Date]

[Recipient Name]

[Title]

[Company Name]

[Company Address]

Subject: Formal Apology Regarding Delayed Account Review for [Account Number/Company Name]

Dear [Recipient Name],

On behalf of [Bank Name], I would like to sincerely apologize for the delay in completing the scheduled review of your commercial account. We understand that timely communication and administrative efficiency are critical to your business operations, and we regret that we did not meet our usual standards in this instance.

The delay was caused by [brief mention of reason, e.g., an unexpected increase in internal processing volumes / technical updates], which resulted in a longer turnaround time than anticipated. Please be assured that we have taken the necessary steps to prioritize your file.

I am pleased to inform you that your account review is now [status, e.g., being finalized / completed]. You should receive the formal documentation via [method] by [date].

To ensure this does not happen again, we have adjusted our internal workflows and assigned a dedicated specialist to oversee the remainder of this process. We value the partnership we have with [Company Name] and remain committed to supporting your financial goals.

If you have any immediate concerns or require further assistance regarding your account, please contact me directly at [Phone Number] or [Email Address].

Thank you for your patience and continued trust in [Bank Name].

Sincerely,

[Your Name]

[Your Title]

[Department Name]

[Bank Name]