

[Date]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

Subject: Apology for Delay Regarding Wire Transfer Inquiry - [Reference Number]

Dear [Customer Name],

I am writing to sincerely apologize for the delay in responding to your inquiry regarding your wire transfer dated [Date of Transfer]. We understand that timely communication is critical when managing financial transactions, and we regret that we did not meet our usual service standards in this instance.

Due to [Optional: an unexpectedly high volume of inquiries / a technical processing issue], our response time has been longer than anticipated. Please be assured that we have now prioritized your request.

Regarding your wire transfer status: [Insert Status Update, e.g., The funds have been successfully cleared / We are currently tracking the funds with the intermediary bank].

We value your business and are taking steps to ensure more prompt communication moving forward. If you have any further questions or require immediate assistance, please contact our dedicated support line at [Phone Number] or reply directly to this email.

Thank you for your patience and understanding.

Sincerely,

[Your Name]

[Your Job Title]

[Company Name]