

[Date]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

Subject: Apology for Delay Regarding Your Mortgage Refinancing Inquiry

Dear [Customer Name],

I am writing to sincerely apologize for the delay in responding to your inquiry regarding your mortgage refinancing application, which we received on [Date].

We strive to provide timely service to all our clients; however, due to [reason for delay, e.g., an unexpectedly high volume of applications/a technical system update], we were unable to get back to you as quickly as intended. We understand that timing is critical when managing your home finances, and we regret any inconvenience or concern this delay may have caused.

Regarding your specific request: [Insert brief answer or status update here, e.g., your appraisal has been scheduled / we have reviewed your documentation].

To move forward, the next steps in your process are:

- [Step 1]
- [Step 2]

I have prioritized your file to ensure there are no further interruptions. If you have any immediate questions, please contact me directly at [Phone Number] or [Email Address].

Thank you for your patience and for choosing [Company Name] for your refinancing needs.

Sincerely,

[Your Name]

[Your Title]

[Company Name]