

[Date]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

Subject: Apology for Delayed Response regarding [Case/Reference Number]

Dear [Customer Name],

On behalf of the Customer Service Team at our [Branch Name] branch, I would like to sincerely apologize for the delay in responding to your recent inquiry dated [Date of original inquiry].

We pride ourselves on providing timely support, but unfortunately, we fell short of our standards in this instance due to [optional: an unexpected volume of inquiries/technical issues/internal processing delays]. We understand that your time is valuable and regret any frustration or inconvenience this wait may have caused you.

Regarding your request, [insert resolution or status update here].

We are taking immediate steps to improve our internal communication flow to ensure this does not happen again. Thank you for your patience and for being a valued customer of [Company Name].

If you have any further questions, please contact us directly at [Phone Number] or [Email Address].

Sincerely,

[Your Name]

[Your Title]

[Branch Name] Customer Service Team

[Company Name]