

[Date]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

Subject: Apology for Delay Regarding Your Loan Application - [Application Reference Number]

Dear [Customer Name],

Please accept our sincere apologies for the delay in responding to your inquiries regarding your recent loan application. We understand that timely communication is essential when managing financial matters, and we regret any inconvenience or stress this wait may have caused you.

Due to an unexpectedly high volume of applications, our processing times have been longer than usual. This is not the level of service we strive to provide our clients.

I would like to inform you that your application is currently [Status: e.g., under final review / being processed]. We are prioritizing your file and expect to provide you with a formal update by [Date].

If you have any urgent questions in the meantime, please contact our dedicated support team at [Phone Number] or reply directly to this email.

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

Sincerely,

[Your Name]

[Your Title]

[Company Name]