

[Date]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

Subject: Apology for Delay Regarding Your Auto Loan Inquiry

Dear [Customer Name],

I am writing to sincerely apologize for the delay in responding to your recent inquiry regarding an auto loan. We pride ourselves on providing timely service, and we clearly fell short of our standards in this instance.

Due to an unexpected [volume of inquiries / technical issue], it took us longer than usual to review your request. We understand that your time is valuable, especially when making decisions about a vehicle purchase.

Your inquiry is now being prioritized. [Optional: Mention that an agent will call today or attach the requested information].

To make up for this delay, we would like to offer you [Optional: a discounted rate / waived processing fee / specific incentive].

Thank you for your patience and for choosing [Company Name]. If you have any immediate questions, please contact me directly at [Phone Number] or [Email Address].

Sincerely,

[Your Name]

[Your Title]

[Company Name]