

[Date]

[Client Name]

[Client Address]

[City, State, Zip Code]

Subject: Sincere Apology Regarding Delayed Response

Dear [Client Name],

Please accept my sincere apologies for the delay in responding to your recent inquiry regarding [mention specific topic, e.g., your portfolio review/account update].

At [Firm Name], we pride ourselves on providing timely and personalized wealth management services. Unfortunately, on this occasion, we fell short of the high standards we strive to maintain. This delay was due to [briefly mention reason, e.g., an unusually high volume of inquiries / technical updates], and I regret any inconvenience or concern this may have caused you.

Regarding your request, [provide the answer or status update here].

To ensure this does not happen again, we have taken steps to [mention improvement, e.g., streamline our internal communication]. Your business and trust are of the utmost importance to us.

If you have any further questions or would like to schedule a call to discuss your accounts in detail, please contact me directly at [Phone Number] or [Email Address].

Thank you for your continued patience and partnership.

Sincerely,

[Your Name]

[Your Title]

[Firm Name]