

[Date]

[Customer Name]  
[Customer Address]  
[City, State, Zip Code]

Subject: Clarification Regarding Drive-Thru Operating Hour Alterations

Dear [Customer Name],

We are writing to provide a formal clarification regarding recent changes to the drive-thru operating hours at our [Branch Name/Location] retail branch. To better serve our customers during peak demand periods, we have adjusted our schedule to ensure consistent service quality.

Effective [Date], the updated drive-thru hours are as follows:

- Monday - Friday: [Start Time] to [End Time]
- Saturday: [Start Time] to [End Time]
- Sunday: [Start Time] to [End Time]

Please note that these alterations apply specifically to the drive-thru lanes. Our interior lobby hours remain [unchanged / adjusted to [Time]]. We encourage you to utilize our mobile app and online banking platforms for any transactions required outside of these physical operating hours.

We apologize for any confusion previous announcements may have caused and appreciate your continued patronage. Should you have any questions regarding these changes, please contact our branch management team at [Phone Number].

Sincerely,

[Your Name]  
[Your Title]  
[Branch/Company Name]