

[Company Name]
[Address Line 1]
[City, State, Zip Code]
[Date]

[Customer Name]
[Customer Address Line 1]
[City, State, Zip Code]

Subject: Important Update Regarding Your Recent Payment

Dear [Customer Name],

We are writing to formally apologize for a delay in processing your payment dated [Date of Original Payment] for invoice/order number [Reference Number].

The delay was caused by [Brief Reason: e.g., a technical system error / a banking communication issue]. Please be assured that we have resolved the underlying issue, and your payment is now being processed.

Remediation Steps Taken:

- [Step 1: e.g., Waiving of any late fees associated with this transaction]
- [Step 2: e.g., Crediting your account with a \$XX discount for future use]
- [Step 3: e.g., Expedited processing of your pending order]

We understand that timely payment processing is critical, and we regret any inconvenience this may have caused. We have updated our internal protocols to prevent this occurrence in the future.

If you have any questions or require further assistance, please contact our customer service team at [Phone Number] or [Email Address].

Sincerely,

[Signature Name]
[Job Title]
[Company Name]