

Letter of Regret

Date: [Insert Date]

To: [Recipient's Name]

From: [Your Name]

Subject: Apology for Unforeseen Software Error

Dear [Recipient's Name],

I hope this message finds you well. I am writing to express my sincere apologies for the unexpected software error that occurred on [specific date or timeframe]. We understand that this issue may have caused disruption to your workflow and hindered your experience with our product.

Our team is currently investigating the root cause of this error and is working diligently to implement a solution as quickly as possible. We deeply value your patience and understanding during this time, as we aim to resolve this matter efficiently.

We are committed to providing you with the highest quality of service and are taking all necessary measures to prevent similar issues in the future.

Should you have any concerns or require further assistance, please do not hesitate to reach out to me directly.

Thank you for your understanding.

Sincerely,

[Your Name]

[Your Job Title]

[Your Company]

[Your Contact Information]