

Subject: Sincere Apologies for Processing Delay

Dear [Recipient's Name],

I hope this message finds you well. I am writing to sincerely apologize for the delay in processing your recent request regarding [specific request or transaction] dated [date].

Unfortunately, due to [brief explanation of the reason for the delay], we have been unable to assist you in a timely manner. We understand the importance of your request and we take full responsibility for any inconvenience this may have caused.

We are actively working to resolve the matter and expect to have your request processed by [specific date]. Please rest assured that we are doing our utmost to ensure this situation does not happen again in the future.

Thank you for your understanding and patience during this time. If you have any further questions or need immediate assistance, please do not hesitate to reach out to me directly.

Sincerely,

[Your Name]

[Your Position]

[Your Company]

[Your Contact Information]