

Dear [Client's Name],

Thank you for reaching out to us. We sincerely apologize for the delay in our response regarding your recent inquiry about [specific service or issue].

At [Your Company Name], we strive to provide our clients with timely and efficient service. Unfortunately, due to [brief explanation of the reason, e.g., high volume of requests, unforeseen circumstances], we have fallen behind on our response times.

We appreciate your patience and understanding during this time. Your satisfaction is important to us, and we want to assure you that we are working diligently to address your concerns. We expect to have a resolution by [provide a specific timeline if possible].

If you have any further questions or need immediate assistance, please do not hesitate to reach out to us at [contact information].

Thank you for your understanding.

Sincerely,
[Your Name]
[Your Position]
[Your Company Name]
[Your Contact Information]