

# Dear [Service User's Name],

I hope this message finds you well. We are writing to sincerely apologize for the inconvenience caused by the delay in [specific service or product].

We understand how important this matter is to you, and we deeply regret any disruption this may have caused in your plans. Our team is actively working to resolve the issue and ensure that you receive the service you expect and deserve.

We appreciate your patience and understanding during this time. As a token of our commitment to service excellence, we would like to offer you [compensation or resolution, if applicable].

Should you have any questions or require further assistance, please do not hesitate to contact us at [contact information].

Thank you for your understanding.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]