

Incident Notification and Apology

Dear [Recipient's Name],

We are writing to formally notify you of an incident that occurred on [date of incident] involving [brief description of the incident]. We deeply regret any inconvenience this may have caused you.

We understand the impact this situation may have had and are taking immediate steps to address the issue. We are committed to ensuring that such incidents do not happen in the future.

Please accept our sincerest apologies for any distress this may have caused. We value your trust and are taking this matter very seriously.

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

Thank you for your understanding.

Sincerely,

[Your Name]

[Your Position]

[Your Company]