

# Letter of Apology for Service Lapse

[Your Name]

[Your Position]

[Your Company]

[Company Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Date]

[Recipient's Name]

[Recipient's Position]

[Recipient's Company]

[Recipient's Address]

[City, State, Zip Code]

**Dear [Recipient's Name],**

I hope this message finds you well. I am writing to sincerely apologize for the recent lapse in our service that you experienced on [specific date]. We understand how important [specific service] is to you and we deeply regret any inconvenience this has caused.

Upon reviewing the situation, we identified that [brief explanation of what caused the lapse]. We take full responsibility for this oversight and are committed to rectifying it promptly.

To resolve this matter, we have taken the following steps:

- [Detail resolution step 1]
- [Detail resolution step 2]
- [Detail resolution step 3]

We value your trust and loyalty, and we want to assure you that measures have been implemented to prevent a recurrence of this situation in the future. As a gesture of goodwill, we would like to offer you [mention any compensation, if applicable].

Thank you for your understanding and patience in this matter. If you have any further questions or concerns, please do not hesitate to reach out to me directly.

**Sincerely,**

[Your Signature (if sending a hard copy)]

[Your Name]

[Your Position]

[Your Company]