

# Letter of Regret

Date: [Insert Date]

To: [Recipient's Name]

From: [Your Name]

Subject: Acknowledgment of Software Malfunction

Dear [Recipient's Name],

I hope this message finds you well. I am writing to express our sincere regret regarding the recent software malfunction that has impacted your operations.

We understand the inconvenience and disruption this has caused to your workflow and the challenges it has presented to your team. Please be assured that we are taking this matter very seriously and our technical team is currently working diligently to resolve the issue.

We value your partnership and appreciate your patience as we address this situation. Our team is committed to ensuring that this problem is rectified as quickly as possible to restore your trust in our services.

We would like to offer support during this time, and our customer service team is available to assist with any immediate concerns you may have.

Thank you for your understanding, and we will keep you updated on our progress.

Sincerely,

[Your Name]

[Your Position]

[Your Company]

[Your Contact Information]