

Dear [Recipient's Name],

I hope this message finds you well. I am writing to personally address the delay in the completion of the [specific service/project] that we had committed to providing by [original deadline].

Please accept my sincerest apologies for this unexpected delay. We understand the importance of timely service and the impact that this may have had on your plans.

We want to reassure you that we are fully committed to completing the project as quickly as possible. As of today, we have implemented additional resources to expedite the process and are making every effort to meet the new timeline of [new completion date].

Your satisfaction is our top priority, and we appreciate your patience and understanding during this time. If you have any further questions or concerns, please do not hesitate to reach out to me directly.

Thank you for your continued trust in us.

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