

Dear [Associate's Name],

I hope this message finds you well. I am writing to follow up regarding the recent delays we experienced in our service delivery. We value our partnership and understand the frustration this may have caused.

Please accept our sincerest apologies for any inconvenience. We have taken measures to ensure that this situation does not recur in the future. Your business is important to us, and we are committed to providing you with the highest standard of service.

Thank you for your understanding and patience during this time. Should you have any further concerns or require assistance, please do not hesitate to reach out.

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