

Subject: Your Service Request

Dear [Client's Name],

I hope this message finds you well. I wanted to reach out personally regarding the recent delay in our service delivery. We understand how important [specific service] is to your operations, and we genuinely appreciate your patience during this time.

Please rest assured that we are actively working to resolve the issues that have led to this delay. Our team is committed to providing you with the highest level of service, and we are making every effort to ensure that your needs are met promptly.

In the meantime, if you have any questions or need further assistance, please do not hesitate to contact me directly at [Your Phone Number] or [Your Email]. Thank you for your understanding and continued partnership.

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