



## BUSINESS APOLOGY LETTER TEMPLATE

Dear \_\_\_\_\_:

Thank you for contacting us regarding [Problem] you had with our service on [Date]. First and foremost, on behalf of [Company], I personally apologize for your inconvenience. I assure you that we are taking the necessary steps to prevent it from happening in the future. [Provide concrete example of the steps, if applicable]. Thank you for bringing this matter to our attention.

We value our customers and ask you to please continue to provide feedback about our services. If you have any further questions or would like to discuss this matter further, please feel free to contact me at my personal number [Number]. We look forward to continuing serving you as a valued customer.

Thank you,

[Name]

[Title]