Letter of apology

Subject: Apology for Software Bug

Dear Nisha Patel,

I am sorry for the recent bug in our software that affected the login feature. I understand this has caused problems, and I apologize for any inconvenience. We are working hard to fix the bug and expect it to be resolved by next week. We are also taking steps to ensure this does not happen again.

Thank you for your patience while we sort this out. If you have any questions or need further assistance, please let me know.

Best regards,
Mahima Raol
Web Developer
Contact Number: 9979442369