**Letter of apology**

**Subject:** Apology for Software Bug

Dear Nisha Patel,

I’m 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 arere also taking steps to make sure this doesn’t happen again.

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

Best regards,  
Mahima Raol  
Web Developer

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