Dear Mr. /Ms\_\_\_\_\_\_\_\_\_\_\_,

We sincerely apologize for a lapse in our services when you were ………………(cite incident). This does not hap normally but since there was a ………………….(cite a reason for lack of service). We feel very bad that you had to bear the inconvenience.

We appreciate you for your cooperation during the time. Clients like you motivate us to perform and excel in the industry. We value your suggestions to improve our services.

We once again apologize for the inconvenience.

Looking forward to hearing from you,

Yours Sincerely,

\_\_\_\_\_\_\_\_\_\_\_\_ (Your name)

