Attention: [Company NameLoyal ]'s Clientele

We had a [description of issue] at [time] today, which impacted [number of customers]. We understand that this has caused some disruption to your operations, and we sincerely regret any inconvenience this may have caused.

Let me fill you in on what went down: [problem description and current status of fixing it].

Our company's goal is to provide the highest quality service to each and every one of our clients, and we apologise for falling short. We are conducting a thorough investigation into this incident to determine its cause, the extent of the damage it has done, and the best way to prevent it from happening again.

Anyone who has been negatively impacted can [details of your offering] as a further expression of regret. We apologise for the trouble we've caused and know this won't fix everything, but we hope this helps.

Your patience is greatly appreciated. Please let us know by replying to this email if there is anything else we can do to make your stay with us more enjoyable.

Sincerely,

([YOUR SIGNATURE HERE])