Dear [NAME],

Please accept my apologies for the delay in my reply. We are running behind schedule because of this. But I get your annoyance; your email did merit a prompt reply.

We have updated your account information as you requested and alerted our technical support team to the issue you are experiencing with the account management portal. If you continue to have trouble with our website, I encourage you to contact me directly so that I may assist you.

We regret the delay in responding to your inquiry and apologise once more for the inconvenience. We'll keep trying to get service to customers to them as quickly and efficiently as possible.

Regards,

([YOUR SIGNATURE HERE])