

**Writing**

**Letter of Apology**

**Regino Bosch Lozano**

Dear Miss or Mister.

I am writing to apologize for the errors in the service of sending your package.

What seems to have happened is that last week we had a cyber attack and we had many problems to resolve the package shipments.

We will do everithing we can to make up for your lost time, and we will try to solve the mistake as quickly as possible, but we need your help, you will not have to provide the data for the shipment of your package, since we have lost much of the information of our customers.

Your satisfaction is our priority and thus we will solve any problem caused.

Looking forward to hearing from you soon.

Yours faithfully.