

Formal Bank Apology Letter for Service Disruption

Subject: Apology for Temporary Service Disruption

Dear Valued Customer,

We sincerely apologize for the inconvenience caused by the unexpected disruption to our banking services on [date]. A technical issue temporarily prevented access to certain features, including [specific service, e.g., online transfers, ATM withdrawals].

Please be assured that our team acted immediately to resolve the issue, and full functionality has now been restored. We understand the frustration this may have caused and are reviewing our systems to prevent a recurrence.

We greatly appreciate your patience and understanding. Thank you for trusting us with your banking needs.

Sincerely,

[Bank Representative Name]

[Position]

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