

Heartfelt Apology Letter for Miscommunication

Subject: Sincere Apology for Miscommunication

Dear [Customer Name],

I am writing personally to apologize for the miscommunication regarding your recent request about [specific matter]. It was never our intention to cause confusion or dissatisfaction.

We have corrected the record and confirmed that your request has now been fully addressed. I assure you that we are improving our internal communication processes to prevent such misunderstandings in the future.

Thank you for your patience and for allowing us the opportunity to make things right.

With respect,

[Branch Manager's Name]

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