

Simple Apology Email for Late Response

Subject: Apology for Delay in Responding

Dear [Customer Name],

We apologize for the delay in responding to your query sent on [date]. This was due to [reason: unusually high number of requests], but it should not have happened.

We have now reviewed your concern and provided a resolution in the attached document. Thank you for your understanding and patience.

Best regards,

[Bank Support Team]

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