

Provisional or preliminary apology letter while issue is being resolved

Subject: Apology Regarding Ongoing Issue

Dear [Client Name],

We are aware of the ongoing issue with [describe problem] and sincerely apologize for the inconvenience caused. While we are actively working to resolve this matter, we wanted to acknowledge the problem and inform you that it is being addressed with urgency.

We will provide an update as soon as the issue is resolved. Thank you for your patience and understanding.

Sincerely,

[Your Name]

[Position]

[Company Name]

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