



Hi [client name],

Thanks for being patient while we sort this out. After an in-depth discussion with my team, we've realized that we're responsible for these issues. Given the progress we've made the in the last {weeks/months/years}, our relationship is extremely important to us, and we never want our errors to set you off track. We want to make sure you're back on track for meeting your goals ASAP.

We're very committed to making it right, so here's our plan for moving forward: {insert plans here}.

Thank you for your patience and understanding,
{Name}