Hi [Client Name],

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

We are very committed to making it right, so here is our plan moving forward:

INSERT PLANS HERE

Thank you for your patience and understanding,

NAME HERE

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