

[Your Name]  
[Your Address]  
[City, State, ZIP Code]  
[Email Address]  
[Phone Number]  
[Date]

[Recipient Name]  
[Recipient Title]  
[Company/Organization Name]  
[Company Address]  
[City, State, ZIP Code]

Dear [Recipient Name],

Subject: Explanation of Processing Error

I hope this message finds you well. I am writing to provide clarification regarding a processing error that recently occurred in relation to [specific transaction or issue].

On [date of the error], [describe the nature of the error in detail].

This caused [explain the impact of the error]. We acknowledge that this situation has caused [mention any inconvenience or confusion caused to the recipient].

We have conducted an internal review and identified that the error was due to [provide a brief explanation of the cause]. To prevent this from happening in the future, we have implemented the following corrective measures: [list measures taken].

We sincerely apologize for any inconvenience this may have caused and appreciate your understanding as we work to resolve this issue. Should you have any further questions or require additional information, please feel free to contact me directly at [your phone number] or [your email address].

Thank you for your prompt attention to this matter.

Sincerely,

[Your Name]  
[Your Position]  
[Your Company/Organization Name]