

[Your Company Letterhead]

[Date]

[Recipient Name]

[Recipient Title]

[Company/Organization Name]

[Address]

[City, State, Zip Code]

Dear [Recipient Name],

Subject: Acknowledgment of Oops Incident

We are writing to formally acknowledge the incident that occurred on [date of incident] involving [brief description of the incident]. We understand the impact this has had on your operations and want to assure you that we are taking this matter seriously.

Our team is currently reviewing the circumstances surrounding the incident to ensure that appropriate measures are taken. We appreciate your patience as we investigate further.

We value your partnership and are committed to resolving this situation promptly. If you have any questions or require further information, please do not hesitate to contact me directly at [your phone number] or [your email address].

Thank you for your understanding.

Sincerely,

[Your Name]

[Your Title]

[Your Company Name]

[Your Phone Number]

[Your Email Address]