TO

**[Receiver Name]**

[Receiver Title]

**ADDRESS:** [Receiver Address]

**EMAIL:** [Email Address]

**PHONE:** [Home Phone]

FROM

**[Sender Name]**

[Sender Title]

**Sub:** Addressing Technical Complaints

Hi **[Customer Name]**,

Earlier today, we noticed an issue that affected our service and users' accounts. We are so sorry that you were affected.

We have rectified the issue, and you should be able to access your account now. Be reassured that no data was lost during the downtime.

We will be implementing measures to ensure that this doesn’t happen again.

If you have any questions, please reach out to us.

Thanks,

**[Brand/Service]**