

Apology Letter

May 12, 2016

Dear Mr. Smith,

I deeply regret and want to personally apologize for the error we made. It was our mistake for not sending you an invitation to the donor appreciation event.

It was wrong for you and your family to not be in attendance. You are one of our biggest and most important donors in the community. We would not be successful, nor would we exist, without your contributions.

In the future, I will make sure our team double checks our invitee list and invitations they send out. I will personally hand deliver you an invitation.

Please accept my sincere apologies on behalf of the foundation and myself. I hope to hear from you soon.

Sincerely,

Melissa Ung