

Ladies and gentlemen,

I stand before you today to address the recent events and take full responsibility for the oversight on our part. We recognize the impact this has had, and I want to personally apologize for any inconvenience and concern this may have caused.

Transparency is important to us, and I assure you that we are committed to understanding how this happened and to ensuring it does not happen again. We have already begun reviewing our procedures and will implement necessary changes promptly.

Your trust is invaluable, and we are dedicated to regaining it through our actions. We will keep you updated on our progress and the steps we are taking to rectify this.

Thank you for your understanding and patience as we work towards being better.

Sincerely,

[Your Name]