

# Sincerely Reference

## Sincerely

**Sincerely** is a word that embodies authenticity, honesty, and earnestness. It is often used to convey genuine feelings, intentions, or expressions, especially in written communication. The term has deep roots in language and culture, serving as a bridge between the speaker or writer and the audience, establishing trust and sincerity. Whether in personal letters, professional correspondence, or everyday interactions, understanding the nuances of "sincerely" enriches our ability to communicate effectively and genuinely.

## The Meaning and Significance of "Sincerely"

### Origin and Etymology

The word "sincerely" derives from the Latin "sincerus," meaning pure, clean, or genuine. Over centuries, it evolved into the English language to denote a sense of honesty, purity of intention, and authenticity. The use of "sincerely" in correspondence dates back to the 16th and 17th centuries, becoming a standard closing phrase to affirm the sincerity of the message.

### Connotations and Usage

When someone uses "sincerely" in communication, they aim to:

- Express genuine feelings or beliefs
- Certify the truthfulness of their statements
- Show earnestness and integrity in their intentions

In formal contexts, "sincerely" is often used as an adverb to close letters or emails, signifying that the sender's words are heartfelt and truthful.

### "Sincerely" in Different Contexts

#### In Personal Communication

In personal letters or notes, "sincerely" underscores honesty and heartfelt emotion. It helps convey that the message is genuine, often strengthening personal bonds.

## In Professional Correspondence

In business or formal communication, "sincerely" is a conventional closing phrase, used to maintain professionalism while expressing earnestness. It reflects respect and integrity towards the recipient.

## In Cultural Variations

While "sincerely" is common in English-speaking countries, other cultures may have different expressions that serve similar purposes, such as "Yours faithfully" or "Yours truly." Understanding these variations is essential for effective cross-cultural communication.

## The Role of Sincerity in Effective Communication

### Building Trust and Credibility

Sincerity is fundamental to establishing trust. When individuals communicate sincerely, their words are perceived as truthful, fostering credibility and strong relationships.

### Enhancing Emotional Connection

Expressing sincerity helps forge emotional bonds. Whether in personal relationships or customer interactions, genuine communication resonates deeply and fosters loyalty.

### Avoiding Misunderstandings

Sincerity reduces the risk of misinterpretation. Clear, honest communication minimizes confusion and builds mutual understanding.

## How to Communicate Sincerely

### Tips for Conveying Sincerity

- Be honest and transparent
- Use genuine language, avoiding clichés or insincerity
- Show empathy and understanding
- Maintain consistency between words and actions
- Listen actively and respond thoughtfully

## The Power of Tone and Delivery

Tone greatly influences perceived sincerity. Even a sincere message can be undermined by a sarcastic or dismissive tone. Therefore, mindful delivery enhances authentic communication.

## The Impact of Sincerely in Different Domains

### Personal Relationships

In friendships and romantic relationships, sincerity fosters intimacy and trust. Genuine expressions of feelings, such as saying "I love you sincerely," deepen emotional connections.

### Business and Professional Settings

Authentic communication in the workplace promotes teamwork, transparency, and ethical behavior. Leaders who communicate sincerely inspire confidence and loyalty among employees.

### Public Speaking and Leadership

Sincerity in speeches and leadership communicates authenticity, motivating audiences and followers. It helps establish credibility and moral authority.

## Common Phrases and Variations of "Sincerely"

### Formal Closings in Letters and Emails

- Sincerely yours
- Yours sincerely
- Truly yours
- Best regards (less formal but still respectful)

### Expressing Sincerity in Conversation

- "Honestly..."
- "Frankly..."
- "To be sincere..."
- "From the bottom of my heart..."

## Tips for Using "Sincerely" Effectively

- Match the level of formality with the context
- Use it when you genuinely intend to convey honesty
- Pair it with authentic content to reinforce sincerity

## The Ethical Dimension of Sincerity

### The Importance of Authenticity

Sincerity is not just about politeness; it is about authenticity. Genuine communication upholds ethical standards and respects the truth.

### Risks of Insincerity

Pretending or feigning sincerity can lead to:

- Loss of trust
- Damage to reputation
- Strained relationships

Therefore, practicing sincerity requires self-awareness and integrity.

## Sincerely as a Personal Value

### Developing a Sincere Mindset

Cultivating sincerity involves:

- Reflecting on your true feelings and beliefs
- Being honest with yourself and others
- Prioritizing integrity over convenience or expedience

## Living Sincerely

A sincere life aligns actions with values, fostering authenticity and fulfillment. It involves acting with honesty in all aspects of life, from personal choices to professional conduct.

## Conclusion

Sincerely, as a concept and practice, is central to meaningful and effective communication. It

embodies honesty, integrity, and earnestness, serving as a cornerstone for trust and genuine relationships. Whether in personal interactions, professional dealings, or societal engagement, cultivating sincerity enhances the quality of our exchanges and our character. Embracing sincerity requires mindfulness, authenticity, and a commitment to truthfulness, ultimately leading to more fulfilling and trustworthy connections with others.

Sincerely is a word that seems simple on the surface but carries a depth of meaning and significance in communication. Whether used in letters, emails, or face-to-face conversations, sincerely functions as a powerful marker of authenticity, intention, and respect. Its presence can transform a message from mere words into a genuine expression of feelings or beliefs. In this comprehensive guide, we will explore the origins, proper usage, variations, and cultural nuances of sincerely, along with tips on how to incorporate it effectively in your communication.

## Understanding the Meaning of "Sincerely"

### The Definition

At its core, sincerely is an adverb derived from the adjective sincere, which means genuine, honest, and free from pretense or deceit. When you say you are sincerely doing something or that you sincerely believe in something, you're emphasizing the authenticity of your actions or feelings.

### Etymology and Historical Context

The word sincerely originates from the Latin *sincerus*, meaning pure, clean, or sound. Over centuries, it evolved into the Old French *sincer*, then into English, where it became associated primarily with honesty and truthfulness. Historically, sincerely has been used in formal correspondence, especially in closing statements, to affirm the integrity of the message.

### The Role of "Sincerely" in Communication

#### Expressing Authenticity and Respect

Using sincerely signals to the recipient that your message is heartfelt and straightforward. It conveys respect, integrity, and earnestness, which are essential in building trust and rapport.

#### Formal vs. Informal Usage

While sincerely is often associated with formal communication, such as business letters or official emails, it can also be used in personal contexts to show genuine feelings.

#### | Context | Usage of "Sincerely" |

|-----|-----|

| Formal correspondence | Closing phrase in letters and official emails (e.g., Sincerely, John Doe) |

| Personal messages | Expressing genuine feelings in heartfelt notes or messages |

| Verbal communication | Often used in speech to affirm truthfulness or commitment |

### Proper Usage of "Sincerely"

#### In Formal Letters and Emails

Sincerely is traditionally used as a closing salutation in formal correspondence. It's often preceded by a comma and placed before the sender's name.

#### Examples:

- Sincerely,

Jane Smith

- Sincerely yours,

John Doe

#### Tips for usage:

- Use sincerely when you want to convey professionalism and respect.
- Ensure the tone of the letter matches the formality of sincerely; it's suitable for business, job applications, or official inquiries.
- Pair with your full name and contact information for clarity.

#### Variations and Alternatives

Depending on the level of formality or personal preference, you might choose different closings:

- Best regards

- Kind regards
- Yours truly
- Respectfully
- Warmest regards

Note: While these are substitutes, sincerely remains one of the most recognized and respectful closings.

### In Conversation and Personal Communication

Although less common in speech, sincerely can be used to emphasize honesty in personal interactions.

Example:

- "I sincerely appreciate your help."
- "I sincerely hope everything works out."

### Cultural Nuances and International Usage

#### American English

Sincerely is a standard closing in written communication, especially in formal letters and emails.

#### British English

In the UK, sincerely (or sincerely yours) is also common, but Yours sincerely is often used when the recipient's name is known, and Yours faithfully when it isn't.

#### Other Languages and Cultures

- In French, similar expressions include Cordialement or Sincèrement.
- In Spanish, Sinceramente is used.

Understanding these nuances can help in cross-cultural communication, ensuring your message is appropriate and respectful.

## The Impact of Using "Sincerely"

### Building Trust and Credibility

Using sincerely can foster trust, signaling that your words are truthful and your intentions are genuine.

### Conveying Respect

Especially in professional contexts, sincerely demonstrates respect for the recipient, acknowledging the importance of the relationship.

### Enhancing Emotional Connection

In personal messages, sincerely can deepen emotional bonds by expressing heartfelt honesty.

### Practical Tips for Incorporating "Sincerely" Effectively

#### - Match the Tone

Ensure that your use of sincerely aligns with the overall tone of your message. Formal contexts benefit from its use, while in casual settings, alternatives may be more appropriate.

#### - Use Proper Formatting

In written correspondence, follow sincerely with a comma, then leave space for your signature or name below.

#### - Be Authentic

Only use sincerely when your message genuinely reflects sincere feelings or intentions. Overusing or misusing it can diminish its impact.

#### - Personalize When Appropriate

In personal notes, combining sincerely with specific sentiments can make your message more meaningful. For example:



- "Sincerely grateful for your support."

### Common Mistakes to Avoid

- Overusing "Sincerely" in informal communication: While it's respectful, it may seem overly formal or out of place.
- Using "Sincerely" when insincere: The word's power lies in authenticity; misusing it can harm credibility.
- Incorrect placement: Remember to follow sincerely with a comma in formal writing.

### Final Thoughts

Sincerely is more than just a closing word; it embodies honesty, respect, and earnestness. Whether in a professional email, a heartfelt letter, or a casual conversation, understanding when and how to use sincerely can elevate your communication, fostering trust and genuine connection. By appreciating its historical roots and cultural nuances, you can wield sincerely effectively to convey your true intentions and build meaningful relationships through your words.

**Question** What does 'sincerely' mean in a letter or email? 'Sincerely' is a formal closing used at the end of a letter or email to convey genuine respect and honesty towards the recipient. **When should I use 'sincerely' in my correspondence?** Use 'sincerely' when writing formal or professional letters, such as job applications, cover letters, or official communications, to express earnestness and respect. **Are there alternative closings to 'sincerely'?** Yes, alternatives include 'Best regards,' 'Kind regards,' 'Yours truly,' and 'Respectfully,' depending on the level of formality. **Is 'sincerely' appropriate for informal emails or messages?** No, 'sincerely' is generally reserved for formal communication. For informal messages, closings like 'Best,' 'Cheers,' or 'Thanks' are more common. **Can 'sincerely' be used in professional emails to colleagues?** Yes, 'sincerely' is appropriate in professional emails to colleagues, especially in formal contexts or initial communications. **What is the origin of the word 'sincerely'?** 'Sincerely' comes from the Latin word 'sincerus,' meaning pure or genuine, and has been used in English since the 16th century to denote honesty and authenticity. **How do I properly capitalize 'sincerely' in a closing?** In formal letters or emails, capitalize it as 'Sincerely,' at the end of your message, followed by your name. **Can 'sincerely' be used to express genuine feelings in personal messages?** While 'sincerely' is primarily formal, it can be used in personal messages to emphasize genuine feelings or heartfelt sentiments. **Is 'sincerely' considered an outdated closing in modern communication?** No, 'sincerely' remains a standard and widely accepted closing in professional and formal communication, though more casual closings are also common today.

**Related keywords:** genuinely, honestly, truthfully, sincerely yours, faithfully, regards, best wishes, respectfully, cordially, warmly

# SAMPLE LETTER FOR LOST DOCUMENTS APOLOGY

## Sample letter for lost documents apology

Losing important documents can be a stressful and inconvenient experience, especially when these documents are essential for personal, professional, or legal purposes. Whether it's a passport, driver's license, academic certificates, or official certificates, the loss of such documents not only causes logistical delays but may also lead to potential security concerns. When communicating the loss to relevant authorities, institutions, or individuals, it's crucial to accompany your notification with a well-crafted apology letter. A sample letter for lost documents apology serves as a professional and courteous way to acknowledge the mistake, express regret, and outline the necessary steps to rectify the situation. This article provides a comprehensive guide on how to craft an effective apology letter for lost documents, complete with sample templates and key tips to ensure your communication is respectful, clear, and responsible.

## Understanding the Purpose of an Apology Letter for Lost Documents

### Why Write an Apology Letter?

An apology letter for lost documents functions as a formal acknowledgment of the incident, demonstrating accountability and professionalism. It helps maintain good relationships with the recipient, whether it's a government agency, employer, educational institution, or other organization.

The main purposes include:

- Expressing regret for the inconvenience caused.
- Providing an explanation of the circumstances leading to the loss.
- Assuring the recipient of your commitment to resolve the issue.
- Requesting guidance on the next steps, such as reissuance or verification procedures.

### When to Send an Apology Letter

Timing is critical when addressing issues related to lost documents. Send your apology letter promptly after discovering the loss to:

- Show responsibility and urgency.
- Prevent potential misuse of the lost documents.

- Facilitate quicker processing of replacements or related procedures.

## **Key Elements of an Effective Sample Letter for Lost Documents Apology**

### **1. Proper Salutation**

Start with a respectful greeting, addressing the recipient by name if possible, or using a formal title and organization name.

### **2. Clear Subject Line or Opening Statement**

Clearly state the purpose of the letter, such as "Regarding the Loss of My Academic Certificate" or "Apology for Lost Identification Documents."

### **3. State the Loss Clearly and Honestly**

Describe what documents are lost, when and where the loss occurred, and any relevant details. Honesty is crucial to maintain credibility.

### **4. Express Sincere Apology**

Show genuine remorse for the inconvenience or trouble caused. Use polite language and professional tone.

### **5. Provide a Brief Explanation**

Offer a brief, factual explanation of the circumstances that led to the loss, avoiding unnecessary details or excuses.

### **6. Outline Steps Taken or Will Be Taken**

Mention actions you have already taken, such as reporting the loss to authorities, or plans to do so.

### **7. Request for Guidance or Next Steps**

Politely ask for instructions regarding reissuance, documentation, or any other necessary procedures.

### **8. Closing with Appreciation**

Express gratitude for the recipient's understanding and assistance.

## 9. Formal Sign-off

Use a professional closing phrase like "Sincerely" or "Yours faithfully," followed by your full name and contact information.

## Sample Letter for Lost Documents Apology

### Template 1: Formal Letter for Lost Identification Documents

[Your Name]

[Your Address]

[City, State, ZIP Code]

[Email Address]

[Phone Number]

[Date]

[Recipient Name]

[Title]

[Organization/Institution Name]

[Address]

[City, State, ZIP Code]

Dear [Recipient Name],

Subject: Apology and Notification of Lost Identification Documents

I am writing to formally inform you that I have unfortunately lost my [specific document, e.g., driver's license, passport, student ID] and to apologize for any inconvenience this may cause. The loss was discovered on [date], and despite diligent efforts to locate the document, it remains missing.

I sincerely regret any trouble or potential security concerns this may pose. The loss occurred due to [brief explanation, e.g., misplacement during travel, accidental disposal, etc.], and I have already reported the incident to [relevant authority, if applicable].

Please advise me on the necessary procedures to replace the lost document and any forms or fees that need to be completed. I am committed to cooperating fully to rectify this situation and ensure proper reissuance.

Thank you very much for your understanding and assistance. I apologize once again for any inconvenience caused and appreciate your guidance on the next steps.

Yours sincerely,

[Your Full Name]

[Your Signature (if submitting a hard copy)]

[Your Contact Information]

## **Template 2: Informal Apology Letter for Lost Academic Certificates**

Dear [Recipient Name],

I hope this message finds you well. I am writing to apologize for the loss of my [name of certificate, e.g., Bachelor's Degree Certificate], which I last had on [date]. Unfortunately, I misplaced it and have been unable to locate it despite thorough searching.

I realize the importance of this document and regret any inconvenience this may cause. I kindly request your guidance on how I might obtain a replacement or any necessary verification process.

Thank you very much for your understanding and support. I appreciate your help in resolving this matter.

Sincerely,

[Your Name]

[Your Contact Details]

## **Tips for Writing an Effective Loss Document Apology Letter**

- **Be Honest and Transparent:** Never try to conceal details or provide false information about the loss.
- **Maintain a Polite and Professional Tone:** Show respect and appreciation for the recipient's understanding and assistance.
- **Keep It Concise and Clear:** Avoid unnecessary details; focus on the key points.
- **Include Relevant Details:** Such as document type, date of loss, location, and any steps taken.
- **Proofread Carefully:** Ensure there are no grammatical or typographical errors to maintain professionalism.
- **Attach Supporting Documents:** If available, include police reports, reports filed, or proof of identification.

## Additional Considerations When Writing a Lost Document Apology Letter

### Legal and Security Implications

Losing documents like passports, driver's licenses, or social security cards can pose security risks. Always report the loss to relevant authorities promptly to prevent identity theft or misuse.

### Follow-up Actions

After sending your apology letter, stay proactive by:

- Following up with the organization or agency.
- Completing any required forms.
- Paying applicable fees for reissuance.
- Keeping copies of all correspondence and reports.

### Sample Situations and Customizations

Depending on the context, your letter may need adjustments:

- If reporting to a government agency for a passport loss.
- If informing an employer about lost work-related documents.
- If requesting a duplicate certificate from an educational institution.

Each scenario requires a tone and content tailored to the recipient's expectations and procedural requirements.

## Conclusion

Losing important documents is an unfortunate incident, but how you communicate about it can significantly impact the resolution process. A well-drafted sample letter for lost documents apology demonstrates responsibility, professionalism, and respect for the organization involved. By including key elements such as a clear explanation, sincere apology, and a request for guidance, you can facilitate a smoother process for obtaining replacements or verifying your identity. Remember, promptness and honesty are vital – the sooner you notify the relevant parties with a courteous and comprehensive letter, the better your chances of resolving the matter efficiently. Use the provided templates and tips as a guide to craft your own effective apology letters, ensuring that your communication reflects accountability and a proactive attitude towards rectifying the loss.

Sample letter for lost documents apology is an essential tool for individuals and organizations seeking to formally communicate remorse and accountability after losing important documents. Whether you've misplaced personal identification papers, business records, or legal documents, a well-crafted apology letter serves to acknowledge the mistake, express regret, and outline steps for rectification. This article offers a comprehensive guide to understanding, drafting, and optimizing a sample letter for lost documents apology, ensuring your communication is professional, sincere, and effective.

## Understanding the Importance of an Apology Letter for Lost Documents

Losing vital documents can lead to a range of issues—from identity theft and legal complications to administrative delays. An apology letter is more than just a formality; it is a crucial element in maintaining trust, demonstrating responsibility, and initiating corrective actions.

### Why Write an Apology Letter?

- **Acknowledge Responsibility:** It shows you recognize the mistake and accept accountability.
- **Express Sincerity:** A well-worded apology communicates genuine remorse.
- **Mitigate Negative Impact:** It helps in restoring trust with the affected party.
- **Outline Corrective Measures:** It reassures the recipient that steps are being taken to remedy the situation.

### When to Send an Apology Letter?

- Immediately after discovering the loss.
- Before any legal or administrative inquiries are initiated.

- When requested by the affected party or authority.

## **Components of an Effective Sample Letter for Lost Documents Apology**

A comprehensive apology letter should be structured clearly to convey sincerity and professionalism. Below are the key components to include:

### **1. Proper Salutation**

Begin with a respectful greeting, addressing the recipient appropriately?be it a person, organization, or authority.

### **2. Clear Explanation of the Situation**

Briefly describe what happened?acknowledging the loss without unnecessary details that could complicate the message.

### **3. Expression of Sincere Apology**

State your regret and apologize sincerely for the inconvenience caused.

### **4. Responsibility and Accountability**

Take ownership of the mistake without shifting blame.

### **5. Outline of Corrective Actions**

Describe steps you are taking or plan to take to rectify the situation.

### **6. Offer of Assistance or Compensation (if applicable)**

Propose ways to mitigate any harm caused, such as replacing documents or covering costs.

### **7. Closing Remarks and Contact Information**

Conclude with a courteous note and provide contact details for further communication.

## **Sample Letter for Lost Documents Apology**

Here's a detailed sample template you can adapt to your specific situation:



...

[Your Name]

[Your Address]

[City, State, ZIP Code]

[Email Address]

[Phone Number]

[Date]

[Recipient's Name]

[Recipient's Title]

[Organization Name]

[Organization Address]

[City, State, ZIP Code]

Dear [Recipient's Name],

Subject: Apology for the Loss of Documents

I am writing to sincerely apologize for the unfortunate loss of [specify documents, e.g., my identification card, business records, legal documents] that occurred on [date]. I understand the importance of these documents and the inconvenience their loss may cause.

Despite my best efforts to keep the documents secure, I regretfully acknowledge that they are now missing. I take full responsibility for this oversight and understand the potential implications, including any security risks or administrative delays.

To rectify this situation, I have already initiated steps to replace the lost documents. I am in contact with the relevant authorities to obtain duplicates and have taken additional measures to enhance document security to prevent future incidents.

Please rest assured that I am committed to resolving this matter promptly. If there is any further

information or action required from my side, kindly inform me. I am willing to cooperate fully to mitigate any adverse effects caused by this loss.

Once again, I apologize for any inconvenience this situation may have caused and appreciate your understanding and patience.

Thank you for your attention to this matter.

Sincerely,

[Your Name]

[Your Signature, if submitting a hard copy]

[Your Position, if applicable]

...

## **Tips for Writing an Effective Loss of Documents Apology Letter**

When drafting your apology letter, keep in mind the following tips to ensure clarity, professionalism, and sincerity:

- Be Honest and Transparent: Avoid vague explanations; provide truthful details about the loss.
- Keep the Tone Professional and Respectful: Use formal language and avoid emotional or defensive language.
- Be Concise but Informative: Cover all necessary points without excessive elaboration.
- Express Genuine Regret: Convey sincere remorse to restore trust.
- Outline Corrective Measures: Demonstrate responsibility by detailing steps taken to address the issue.
- Proofread Carefully: Ensure there are no grammatical or typographical errors.

## **Advantages and Disadvantages of Using a Sample Letter for Lost Documents Apology**

Pros:

- Structured Format: Provides a clear and professional framework, saving time.
- Consistency: Ensures all essential points are covered.

- Tone Guidance: Helps maintain an appropriate tone of apology and responsibility.
- Customizable: Can be tailored to specific situations and recipient requirements.
- Legal and Formal Appropriateness: Suitable for official communications.

#### Cons:

- Generic Nature: May require significant customization to match individual circumstances.
- Over-Reliance: May lead to impersonal communication if not personalized adequately.
- Potential Overuse: Standard templates may be less effective if used repeatedly without modification.
- Risk of Inaccuracy: Using a template without verifying details may lead to inaccuracies.

## Best Practices for Sending an Apology Letter for Lost Documents

- Timeliness: Send the letter promptly after discovering the loss.
- Personalization: Customize the template to reflect your specific situation sincerely.
- Follow-Up: Be prepared to follow up with additional information or actions if requested.
- Maintain Documentation: Keep copies of the letter and related correspondence for records.
- Proactive Communication: Offer assistance or solutions to mitigate any issues caused.

## Conclusion

A sample letter for lost documents apology is an invaluable resource for anyone seeking to address the sensitive issue of misplaced vital papers professionally and sincerely. It demonstrates accountability, reassures the recipient of your commitment to rectify the situation, and helps maintain trust despite the mishap. When drafting your letter, focus on clarity, honesty, and a genuine tone, customizing the template as needed. Remember, a well-constructed apology can go a long way in resolving issues amicably and preserving relationships, whether personal, professional, or institutional.

By understanding the essential components and best practices outlined in this guide, you can craft an effective apology letter that not only addresses the immediate concern but also upholds your integrity and responsibility in the long run.

**Question** How should I begin a sample letter apologizing for losing important documents? You should start by addressing the recipient politely, expressing regret for the incident, and clearly stating the purpose of your letter. For example, 'Dear [Recipient's Name], I am writing to sincerely apologize for the loss of [specific documents].' What key elements should be included in a sample apology letter for lost documents? Include a clear explanation of the circumstances leading to the

loss, an expression of regret, any steps taken to rectify the situation, and a commitment to prevent future occurrences. Can you provide a sample sentence to express regret in a lost documents apology letter? Certainly. For example: 'I sincerely apologize for any inconvenience this may have caused and deeply regret the oversight.' How do I conclude a sample apology letter for lost documents professionally? Conclude by reaffirming your apology, offering to assist in resolving any issues, and expressing appreciation for the recipient's understanding. For example: 'Thank you for your understanding. Please accept my apologies once again, and feel free to contact me if further assistance is needed.' Are there templates available for a sample letter apologizing for lost documents? Yes, there are many templates available online that you can customize to fit your specific situation, ensuring your letter remains professional and sincere.

**Related keywords:** apology letter, lost documents, sample apology letter, document recovery letter, formal apology, missing documents letter, letter of regret, document loss notification, apology email, request for forgiveness

**Read the full article online:** [sample letter for lost documents apology](#)