

Dear [External Partner's Name],

We hope this message finds you well. We are reaching out to address the recent developments concerning [briefly state the crisis or issue]. We understand that this situation may raise concerns regarding our partnership and the impact on our shared goals.

At [Company/Organization Name], we are committed to transparency and maintaining strong relationships with our partners. We want to assure you that we are actively addressing the situation. [Briefly describe the steps being taken to resolve the issue].

Your support and understanding during this challenging time are invaluable to us. We value our partnership and are dedicated to working through this situation together. Please feel free to reach out to us for any questions or further clarification.

Thank you for your continued support.

Sincerely,
[Your Name]
[Your Position]
[Company/Organization Name]
[Contact Information]