

Dear [Customer's Name],

Thank you for reaching out to us regarding our service wait times. We appreciate your patience and understand that wait times can be frustrating.

We strive to provide efficient service to all our customers. Currently, our average wait time is [insert wait time]. We are continuously working to improve our processes to serve you better.

If you have any further questions or require assistance, please feel free to contact us at [insert contact information].

Thank you for your understanding and support.

Sincerely,
[Your Name]
[Your Position]
[Company Name]