

Customer Service Response

Dear [Customer's Name],

Thank you for reaching out to us regarding your recent inquiry about the processing delay of your [specific request, e.g., order, application]. We sincerely apologize for any inconvenience this may have caused.

We understand how important this matter is to you, and we want to assure you that our team is actively working to resolve the issue. The delay is due to [brief explanation of the cause, e.g., high volume of requests, technical difficulties]. We are doing everything we can to expedite the process.

We appreciate your patience and understanding during this time. We will keep you updated and hope to have this matter resolved shortly. If you have any further questions or need assistance, please feel free to reach out to us at [contact information].

Thank you for your understanding.

Best regards,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]