

Dear [Recipient's Name],

I hope this message finds you well. I am writing to bring to your attention a service issue we have encountered regarding [specific service or product].

On [date], we experienced [describe the issue briefly]. This matter has caused [describe any impacts the issue has caused, if applicable]. We would appreciate your assistance in resolving this concern at your earliest convenience.

Please let us know how we can collaborate to rectify this situation. We value our relationship and are keen on ensuring continuity of service.

Thank you for your attention to this matter. I look forward to your prompt response.

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