

Follow-Up on Your Recent Concern

Dear [Customer's Name],

We hope this message finds you well. We wanted to follow up on the recent concern you raised regarding [specific issue]. We take all customer feedback seriously and strive to resolve any issues promptly.

We are pleased to inform you that your concern has been resolved as of [resolution date]. Our team has taken the necessary steps to ensure that this issue does not occur again in the future.

We would like to know if you are satisfied with the resolution provided. Your feedback is invaluable to us as we continue to improve our services.

If you have any further questions or concerns, please do not hesitate to reach out to us at [contact information]. Thank you for being a valued customer.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]