

# Subject: Update on Your Deposit Refund Request

Dear [Customer's Name],

We appreciate your patience and want to provide you with an update regarding your deposit refund request dated [Date of Request].

Due to unforeseen circumstances, the processing of your refund has been delayed. We are currently experiencing higher than expected volume in refund requests, which has extended our processing times.

We understand that waiting for your refund can be frustrating, and we are committed to resolving this matter as quickly as possible. We anticipate that your refund will be processed by [Expected Date], and we will provide you with confirmation once it has been completed.

Thank you for your understanding and support. If you have any further questions, please do not hesitate to contact our customer service team.

Best regards,

[Your Name]

[Your Position]

[Telecom Company Name]

[Contact Information]