

Date: [Insert Date]

[Recipient's Name]

[Recipient's Address]

Dear [Recipient's Name],

Subject: Delay in Finalizing Insurance Claim Details

I hope this message finds you well. I am writing to inform you about the current status of your insurance claim, reference number [Insert Claim Number]. We are experiencing a delay in finalizing the details due to [briefly explain reason, e.g., "inconsistent documentation" or "pending information from third parties"].

We understand the importance of resolving this matter promptly and are actively working to gather the necessary information to expedite the process. We anticipate having an update for you by [Insert Approximate Date].

Thank you for your patience and understanding during this time. Should you have any questions or require further assistance, please do not hesitate to contact me directly at [Your Phone Number] or [Your Email Address].

Warm regards,

[Your Name]

[Your Position]

[Your Company]

[Your Company Address]