

# Dear [Customer's Name],

We hope this message finds you well. We are reaching out to inform you of a delay in the processing of your recent request regarding [specific service or product].

Due to [brief explanation of the reason for the delay, e.g., high volume of inquiries, technical issues, etc.], we are experiencing a delay in our response times. We sincerely apologize for any inconvenience this may cause.

Our team is actively working to resolve these issues and we expect to have your request processed by [estimated resolution date]. We appreciate your patience and understanding during this time.

If you have any further questions or need immediate assistance, please do not hesitate to contact us at [customer service phone number] or [customer service email].

Thank you for your understanding.

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