

Dear [Recipient's Name],

I hope this message finds you well. I am writing to provide an update on the status of your claim, reference number [Claim Number].

We acknowledge that there has been a delay in processing your claim, and we sincerely apologize for any inconvenience this may have caused. The delay has been due to [briefly explain reason, e.g., "high volume of claims" or "pending documentation"]

Our team is actively working to resolve this issue, and we expect to have your claim processed by [provide estimated completion date]. We appreciate your patience and understanding during this time.

If you have any questions or need further assistance, please do not hesitate to reach out to us at [Contact Information].

Thank you for your understanding.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]