

Dear [Recipient's Name],

We hope this message finds you well. We are writing to inform you about a delay in the processing of your claim refund request, originally submitted on [Date of Submission].

Due to [brief reason for delay, e.g., an influx of claims, unforeseen circumstances, etc.], we are currently experiencing a longer-than-usual processing time. We apologize for any inconvenience this may cause and appreciate your understanding in this matter.

We are actively working to resolve this issue and anticipate that your refund will be processed by [Expected Resolution Date]. We will keep you updated on the status of your refund and notify you as soon as it has been processed.

If you have any questions or need further assistance, please do not hesitate to contact our customer service team at [Customer Service Phone Number] or [Customer Service Email].

Thank you for your patience and understanding.

Sincerely,

[Your Name]

[Your Position]

[Your Company]

[Your Company Contact Information]