

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Date]

Customer Service Team

[Company Name]

[Company Address]

[City, State, Zip Code]

Dear Customer Service Team,

I am writing to express my concern regarding the promotional materials that I have not yet received, which were promised as part of your recent marketing campaign. I was looking forward to reviewing these materials to take full advantage of your offerings.

While I understand delays can occur, I would appreciate any updates you could provide regarding the status of my materials. It would be beneficial to know when I might expect them or if there is another way I could access the information.

Thank you for your attention to this matter. I look forward to your prompt response.

Sincerely,

[Your Name]