

Dear [Client's Name],

We hope this message finds you well. We are reaching out to inform you of an operational challenge that has arisen in our service delivery.

On [date], we encountered [brief description of the challenge], which has impacted our ability to [describe affected service]. We are actively working to resolve this issue and have taken the following steps:

- [Step 1]
- [Step 2]
- [Step 3]

We appreciate your understanding and patience during this time. We are committed to keeping you informed and will provide updates as we work towards a resolution.

Please feel free to reach out to us directly at [contact information] for any questions or concerns.

Thank you for your continued partnership.

Sincerely,
[Your Name]
[Your Title]
[Your Company]