

Dear [Customer's Name],

Thank you for reaching out to us regarding your missing magazine subscription. We understand how important it is for you to receive your issues on time, and we sincerely apologize for any inconvenience this may have caused.

After reviewing our records, we found that your subscription was activated on [Subscription Start Date]. Your issues are scheduled to be delivered monthly, and we are currently looking into the delays you are experiencing with your latest issue.

We appreciate your patience as we resolve this matter. If your magazine does not arrive within the next [number of days] days, please don't hesitate to contact us again. Meanwhile, we are issuing you an additional [compensation, if applicable] to account for any inconvenience.

Thank you once again for your understanding. Should you have any further questions or require assistance, please feel free to reach out.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]