

# **Subject: Follow-Up on Unresolved Online Account Issues**

Dear [Customer Support Team/Specific Contact Name],

I hope this message finds you well. I am writing to follow up on my previous inquiry regarding my online account ([Your Account ID/Email Address]) which remains unresolved.

Despite my initial request submitted on [Date of Initial Request], I have yet to receive a satisfactory response or solution. The issue I am facing involves [Brief Description of the Problem]. This has caused considerable inconvenience, and I would greatly appreciate your prompt attention to this matter.

Could you please provide an update on the status of my request? If further information is required from my side, feel free to reach out.

Thank you for your assistance.

Sincerely,  
[Your Name]  
[Your Contact Information]