

Follow-Up on Your Recent Inquiry

Dear [Customer's Name],

Thank you for reaching out to us regarding your issue with [brief description of the issue]. We appreciate your patience as we work to resolve this matter.

We understand that your concerns are important, and we are committed to ensuring that your experience with us meets your expectations. Our records indicate that your issue remains unresolved, and we would like to assure you that we are actively working on it.

Please provide us with any additional information that may help us address your issue more effectively. You can reach us at [customer service phone number] or reply to this email.

We value your business and are here to help you. Thank you for your understanding and for allowing us to resolve this for you.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]