

Dear [Customer's Name],

We hope this message finds you well. We are writing to inform you that your request for assistance regarding [specific issue] is experiencing a delay.

We understand that waiting for assistance can be frustrating, and we sincerely apologize for any inconvenience this may cause. Our team is currently working diligently to resolve your request and ensure you receive the support you need.

Please be assured that we are treating this matter with the highest priority. We expect to have a resolution for you by [expected resolution date]. In the meantime, if you have any questions or require further assistance, do not hesitate to reach out to us at [customer service contact information].

Thank you for your understanding and patience in this matter.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]