

# Subject: Update on Support Request

Dear [Stakeholder's Name],

We hope this message finds you well. We are writing to inform you about the current status of your support request submitted on [Date of Request].

Due to [reason for delay, e.g., increased demand, unforeseen circumstances], we regret to inform you that there has been a delay in addressing your concern. We understand the importance of this matter and are committed to ensuring it is resolved as quickly as possible.

We anticipate that we will be able to provide you with a solution by [Expected Resolution Date]. In the meantime, we appreciate your patience and understanding as we work to resolve this issue.

If you have any questions or require further assistance, please do not hesitate to reach out.

Thank you for your understanding.

Best regards,

[Your Name]

[Your Position]

[Your Organization]

[Contact Information]