

Reseller Problem Resolution Update

Date: [Insert Date]

Dear [Reseller's Name],

We hope this message finds you well. We are writing to provide an update regarding the recent issue you reported on [insert issue date]. Our team has been actively investigating the matter and we would like to share the current status.

Issue Summary

[Briefly summarize the problem and its impact on the reseller's business.]

Actions Taken

We have taken the following actions to address the problem:

- [Action 1]
- [Action 2]
- [Action 3]

Current Status

The current status of the resolution is as follows:

- [Status Update 1]
- [Status Update 2]

Next Steps

We anticipate the following next steps:

- [Next Step 1]
- [Next Step 2]

We appreciate your patience and understanding during this process. Your satisfaction is our priority, and we are committed to resolving this issue promptly. Should you have any further questions or concerns, please do not hesitate to reach out to us.

Thank you for being a valued partner.

Sincerely,

[Your Name]
[Your Position]
[Your Company]
[Contact Information]