

Subject: Follow-Up on Reseller Support Escalation

Dear [Support Team/Recipient's Name],

I hope this message finds you well. I am writing to follow up on the support escalation for our reseller account initiated on [Date of Escalation]. As our partnership is vital for our business growth, we would appreciate an update on the status of the issue.

We are particularly concerned about [briefly mention specific issues or concerns], and resolving these matters is critical for our operations. If there are any additional details or documentation required from our side, please let me know, and I will provide them promptly.

Thank you for your attention to this matter. I look forward to your prompt response.

Best regards,

[Your Name]

[Your Position]

[Your Company]

[Your Contact Information]