

Service Issue Follow-Up

Date: [Insert Date]

Dear [Customer's Name],

I hope this message finds you well. I am writing to follow up on the recent service issue you experienced with [Product/Service Name] on [Date of Incident]. We appreciate your patience and would like to ensure that your concerns have been addressed.

If you are still facing any issues or if there is anything else we can assist you with, please do not hesitate to reach out. Your satisfaction is very important to us, and we are here to help.

Thank you for your time and understanding.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]