[Company Name]

[Company Address]

[City, State, ZIP Code]

**Subject: Follow-Up on Your Recent Issue**

Dear [Customer’s Name],

Thank you for bringing [*briefly describe the issue, e.g., “your concern with [product/service]”*] to our attention. We are pleased to inform you that the matter has been resolved and wanted to follow up to ensure your satisfaction with the resolution.

**What We Did**:

* [*Briefly describe the steps taken to address the issue, e.g., “We replaced the defective item,” “We credited your account for the overcharge,” or “Our team provided the necessary support to resolve your issue.”*]

Next Steps:

* [*Highlight any further actions, if applicable, e.g., “Your replacement has been shipped and should arrive by [date],” or “Please let us know if you experience any further issues.”*]

We value your feedback and apologize for any inconvenience you may have experienced. At [COMPANY NAME], we are committed to providing you with the best possible service and appreciate your patience as we resolved this matter.

If you have any further questions or concerns, please don’t hesitate to reach out to us at [Email Address/Phone Number]. We’re here to help and ensure your experience with us remains a positive one.

Thank you for choosing [COMPANY NAME], and we look forward to serving you again.

Yours sincerely,

……………………………………………………….

[NAME]

[TITLE]

[COMPANY NAME]