

Issue Resolution Follow-up Email Template

Subject line: Your () has been resolved

Dear _____,

Thank-you for contact us about (). As promised when we spoke to you on (), we have researched the situation and have come up with a resolution.

The () situation was caused by () and we offer our sincerest apologies.

*We have corrected the issue which means you shouldn't experience it moving forward.
If you have questions, feel free to contact me.*