

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.