



Hi [client name],

Thanks for reaching out to us about {insert issue here}. We've spent the last few days assessing what's been going on, and we really appreciate your patience during this time. Although we've been working on resolutions, we still haven't found a fix. Here's what we've tried so far:

{list what you've tried}

I am very committed to fixing this for you. I'd really like to hear more about your experience so that we can make sure we're on the same page and figure out next steps. To start, I have some questions:

{insert questions}

Thanks again for your patience while we work through this. I'm confident we'll find a resolution soon.

Sincerely, {name}