

Provisional Apology Letter While Investigation is Ongoing

Subject: Update and Apology Regarding Your Complaint

Dear [Customer Name],

We acknowledge receipt of your complaint regarding [specific issue]. We are truly sorry for the inconvenience and stress caused by this matter.

Our investigation team is currently reviewing the situation, and we will provide you with a final resolution by [date]. Meanwhile, please be assured that your account remains fully secure.

We appreciate your patience as we resolve this matter with urgency.

Sincerely,

[Investigation Officer Name]

Customer Complaints Unit

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