

Acknowledgement with pending investigation

Subject: Acknowledgement of Your Claim

Dear [Customer Name],

We acknowledge receipt of your claim dated [date] concerning [issue]. Please be assured that we take this matter seriously. Our investigation team is currently reviewing all the details and will provide you with a final response within [X] business days.

We kindly request your patience during this process and will keep you updated on the progress.

Yours faithfully,

[Your Name]

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