### **Issue Resolution Follow-up Email Template**

*Subject line: Your [type of issue] has been resolved*

*Dear \_\_\_\_,*

*Thank-you for contact us about [customer issue]. As promised when we spoke to you on [date they logged the issue], we have researched the situation and have come up with a resolution.*

*The [product/service] situation was caused by [brief description of cause] 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.*

*[Customer Service Rep Name & Contact Details]*