### **Processing Your Request Follow-up Email Template**

*Subject line: Your [Name of Product or Company] Request*

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

*We just wanted you to know that we are still researching your [type of request or inquiry] from [date the request was made]. We haven’t forgotten about you. It takes time to research these situations, but rest assured we are working on it to provide you with the best possible [resolution or answer].*

*We have assigned, [name of Customer Service Specialist] a special request supervisor to manage your case. If you have any questions, do not hesitate to contact him directly.*

*[Contact details for Specialist]*

*Best Regards,*

*Customer Support Team*

*[Phone Number, website address]*