ANSWERS TO FAQS

**Subject: *[Customer Name’s]* Question on *[what they asked about]***

Dear *[customer name]*,

Thank you for reaching out regarding *[topic of questions]*. We get this question quite often and here’s our best answer:

*[Answer question]*

For additional information and answers to common questions, I invite you to check out our Frequently Asked Questions (FAQ) page using this link.

I hoped this helped and feel free to reach out using the contact information below if you have any questions, concerns, or something else I can assist with.

*[Rep name, job title]*

*[Phone number, email address]*

*[Company web address]*

