

1/10/19

Dear Mr. [Name]

I have received your letter of the 10th inst. regarding the matter of [Topic]. I am sorry that I cannot give you a more definite answer at this time, but the situation is somewhat complicated. I am sure that you will understand my position.

I have discussed this matter with the relevant departments and we are working to resolve the outstanding issues as quickly as possible. Your patience is appreciated.

I will contact you again once a final decision has been reached. Thank you for your understanding.

Yours faithfully,
[Signature]