

10/10/2023

Dear Sir,

Reference is made to your letter of 10/10/2023 regarding the above matter.

I am sorry to hear that you are having difficulties with the above matter.

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

We will contact you again once a final decision has been reached.

Thank you for your patience and understanding.

Yours faithfully,

[Signature]

[Name]

[Title]

[Address]

[Phone]

[Email]

[Fax]

[Website]