

[Your Name]
[Your Position]
[Your Company]
[Date]

Dear [Customer's Name],

Thank you for reaching out to us through our Facebook page. We appreciate your feedback and are here to assist you.

Regarding your query about [specific issue], we [explain the solution or next steps].

If you have any further questions or need additional assistance, please feel free to reach out to us at [contact information] or through our Facebook page.

Thank you for your patience and understanding.

Best regards,

[Your Name]
[Your Company]