

[Your Name]
[Your Address]
[City, State, Zip Code]
[Email Address]
[Phone Number]
[Date]

Customer Service Department

[Company Name]
[Company Address]
[City, State, Zip Code]

Dear Customer Service Team,

I hope this message finds you well. I am following up regarding my recent interactions with your customer service concerning my DVD player, [Model Number/Description], which I purchased on [Purchase Date].

I previously reached out on [Date of Previous Contact] regarding [brief description of the issue]. I appreciate your assistance thus far but wanted to inquire about the status of my request.

Could you please provide an update regarding the resolution or any further actions required from my side? Your help is highly appreciated, and I look forward to your prompt response.

Thank you for your attention to this matter.

Sincerely,
[Your Name]