

[Your Name]
[Your Position]
[Company Name]
[Company Address]
[City, State, Zip Code]
[Email Address]
[Phone Number]
[Date]
[Customer's Name]
[Customer's Address]
[City, State, Zip Code]

Dear [Customer's Name],

Thank you for reaching out to us regarding [specific issue with iOS app]. We appreciate your feedback and understand the importance of a smooth user experience.

We apologize for any inconvenience this has caused you. Our team is currently investigating the matter and working to resolve it as quickly as possible. In the meantime, we suggest [brief suggestion or workaround, if applicable].

If you have any further questions or require additional assistance, please don't hesitate to contact us at [support email/phone number]. We are here to help!

Thank you for your understanding and support.

Best regards,

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