

[Date]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

**Subject: Acknowledgment of Policy Change Request - Policy Number: [Policy Number]**

Dear [Customer Name],

We are writing to acknowledge receipt of your request to modify your policy, which we received on [Date].

Please accept our apologies for the delay in processing this change. We are currently experiencing a high volume of requests, and it is taking longer than usual to complete the necessary updates.

Our team is working to finalize your request as quickly as possible. Once the changes are processed, you will receive a formal confirmation and updated policy documents via [Email/Mail]. Please be assured that any approved changes will be backdated to [Effective Date], if applicable.

We appreciate your patience. If you have any urgent questions, please contact our customer service department at [Phone Number] or [Email Address].

Sincerely,

[Your Name/Department]

[Company Name]