

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

[Date]

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

RE: Loan Number: [Loan Number]

Dear [Customer Name],

We are writing in response to your inquiry regarding the delay in receiving your mortgage payoff statement requested on [Date of Original Request].

We sincerely apologize for this delay. Please be advised that your payoff statement is currently being processed. The delay was caused by [reason: high volume of requests / technical issues / verification requirements].

We expect the statement to be completed and sent to you via [Delivery Method: Mail/Email/Fax] no later than [Expected Date].

We understand that this document is time-sensitive for your closing or refinancing. We appreciate your patience as we finalize the accurate calculations for your account.

If you have any questions or if the payoff date needs to be adjusted, please contact our Customer Service Department at [Phone Number] or [Email Address].

Sincerely,

[Sender Name]
[Title]
[Company Name]