

[Your Name]
[Your Account Email Address]
[Your Phone Number]
[Date]

To: [Digital Storefront Name] Customer Support

Subject: Inquiry Regarding Pending Transaction - Order #[Order Number]

Dear Support Team,

I am writing to inquire about the status of a transaction I made on your platform on [Date of Purchase]. The order for [Name of Digital Product/Service] is currently listed as "Pending" in my account history.

The total amount of the transaction was [Currency and Amount]. I have checked my bank/payment provider, and the funds have already been [deducted/authorized]. However, I have not yet received the digital items or access to the service.

Could you please look into this issue and provide an update on when the transaction will be processed? If further verification is required from my side, please let me know as soon as possible.

Attached to this email is a screenshot of my payment confirmation for your reference.

Thank you for your assistance.

Sincerely,

[Your Full Name]
[Account Username/ID]