

[Date]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

Subject: Acknowledgment of Feedback - Claim Number: [Claim Number]

Dear [Customer Name],

Thank you for contacting us regarding your recent insurance claim related to the [Type of Disaster, e.g., Hurricane/Flood]. We have received your feedback submitted on [Date].

We understand that dealing with the aftermath of a natural disaster is a difficult experience. We value your input as it helps us improve our claims process and better serve our policyholders during these challenging times.

Our quality assurance team is currently reviewing the details you provided. If your feedback requires a specific resolution or a follow-up action regarding your settlement, a representative from the [Department Name] will contact you within [Number] business days.

If you have additional information to share in the meantime, please reply to this letter or call our support line at [Phone Number].

Thank you for your patience and for choosing [Company Name].

Sincerely,

[Sender Name]

[Title]

[Company Name]