Dear {{ full\_name }},

We hope this message finds you well. We are writing to inform you that we have reviewed your application and found that some important information is missing. To proceed with processing your application, we kindly request the following information:

Passport, Birth Certificate

Proof of Residence

Please provide this information by August 1, 2024. You can submit the information via [preferred method, e.g., reply to this email, upload to our gov online portal].

If you have any questions or need assistance, please do not hesitate to contact us at info@gov.bw.

Thank you for your prompt attention to this matter.

Best regards,

Jane Smith  
Application Officer  
jane.smith@gov.bw