**ZOOM inquiry template**

Good morning/afternoon,

We had received an inquiry/feedback through the ZOOM app. Below are some of the case details. I ask that you please look into this case and provide me with a detailed summary of the case and what has transpired.

Please note that you do not need to reach out to the customer.

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| --- | --- |
| Group/Policy/Plan: |  |
| Certificate/ID: |  |
| Claim/Confirmation Number |  |
| Name: |  |
| Contact info (phone/email): |  |
| Details: |  |
| TAT required: |  |