# 8. Email to Your Boss About a Problem (Requesting Help)

From: jaypgopani05@gmail.com

To: teamlead@4ssolutions.com

Subject: Requesting Guidance on Client Escalation Process

Dear Team Lead,  
  
I hope you're having a productive week. I am reaching out regarding a client escalation from FinTech Corp involving data loss in our backup system. I’ve reviewed our internal documentation but would appreciate your guidance on how best to proceed with resolution.  
  
Looking forward to your support on this matter.

Thanks and Regards,  
Jay Gopani  
Senior Associate Manager  
4S Solutions Pvt. Ltd.  
London, ON  
N5Y3B4