

# Reply templates

These templates may be used by all institutions and may be amended or supplemented as necessary.

Template	Reply example
A	Dear [username/firstname], thank you for your message!
B	Dear [username/firstname], thank you for bringing this to our attention. We will look into this and update the information if necessary. OR Dear [username/firstname], thank you for bringing this to our attention. We will update this as soon as possible.
C	Dear [username/firstname], thank you for your opinion.
D	Dear [username/firstname], thank you for bringing this to our attention. The department in question will assess any possible actions.
E	Dear [username/firstname], thank you for your opinion/remark.
F	Dear [username/firstname], thank you for your message. You can submit your complaint via our dedicated form: <a href="#">www...</a>
G	Dear [username/firstname], our colleagues at @[username institution] will be able to answer your question.
H	Dear [username/firstname], to answer your question: ...
I	Dear [username/firstname], to answer your question, we will first have to do some research. We will get back to you as soon as possible.
J	Dear [username/firstname], personal files are confidential. We do not discuss them on social networks. Can you give us your phone number? [Our contact centre / Our services] will contact you.
K	Dear [username/firstname], more information on this subject can be found on our website: <a href="#">www...</a>