

Hello **[Name]**,

Thank you for your interest in the **[Name of University]**. We are very excited to learn about your issue and share information with you.

Our aim is to reply to all emails within 48 hours. At busy times this might take longer. Please be assured though that we are dealing with your request and will get back to you as soon as possible.

In the meantime, I encourage you to explore our website **[Link University Homepage]**. Other than this you might find the following links useful:

Course Information **[Link]**

Accommodation **[Link]**

Financial Advice **[Link]**

International Students **[Link]**

[University Name] on Facebook **[Link]**

[University Name] on Twitter **[Link]**

[University Name] News **[Link]**

In case you have any concerns about the time taken for us to contact you please do not hesitate to call us on **[Phone Number]**. The **[Name of Department]** can be reached on weekdays from **[Opening Hours]**.

Best wishes,

First and Last Name

Position

Department

University

More Information: **[Link to FAQ Page of Department]**

University

Department

Address

Postcode, City

State, Country

Phone

Email

Facebook | Twitter | LinkedIn [Insert Links]