

[Your Company Letterhead]

[Date]

[Customer's Name]

[Customer's Address]

[City, State, Zip Code]

Dear [Customer's Name],

Thank you for reaching out to us regarding your recent experience with our service. We value your feedback and appreciate the opportunity to address your concerns.

[Briefly summarize the customer's issue or feedback, ensuring clarity and understanding.]

We understand how important this matter is and are committed to resolving it promptly. [Explain the steps being taken to resolve the issue or any actions that will be taken.]

As a token of our appreciation for your patience, we would like to offer you [mention any compensation, if applicable, such as a discount, refund, or free service].

If you have any further questions or require additional assistance, please do not hesitate to contact us at [customer service phone number] or [customer service email].

Thank you for your understanding and support. We look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Job Title]

[Your Company Name]

[Your Company Contact Information]