

[Click to select a date]

[Recipient Name]

[Title]

[Company Name]

[Street Address]

[City, ST Zip Code]

Dear [Recipient]:

Thank you for taking time to contact [company name] to explain the issues you have encountered recently. We regret any inconvenience you have experienced, and we assure you that we are anxious to retain you as a satisfied customer.

Our Customer Satisfaction Team is reviewing the information you sent us and conducting a full investigation in order to resolve this matter fairly.

If you need further assistance, you may contact us at [phone, e-mail address, and physical address].

At the conclusion of our investigation, we will contact you about our findings. Thank you for giving us the opportunity to assist you.

Sincerely,

Enclosure

[Address 1]

[Address 2]

[City, ST ZIP Code]