

November 1, 2016

Dear [Name],

Thank you for your letter of [Date].

I am sorry to hear that you are having trouble with [Issue].

I will do my best to resolve this for you as quickly as possible.

I have reviewed your account and found that [Details].

I have [Action] and you should see the results by [Date].

If you have any questions, please contact me at [Phone/Email].

I appreciate your patience and understanding.

Sincerely,  
[Name]

Attachment: [File Name]

Best regards,  
[Name]

[Signature]

[Name]

[Address]

[Footer/Disclaimer]

November 1, 2016

Dear \_\_\_\_\_

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November 1, 2016