

[Date]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

Subject: Compensation Regarding Your Recent Branch Visit

Dear [Customer Name],

Thank you for sharing your feedback regarding your experience at our [Branch Name] location on [Date]. We sincerely apologize for the inconvenience and frustration you experienced.

At [Company Name], we strive to provide exceptional service, and it is clear that we fell short of our standards during your visit. We have shared your comments with the branch management team to ensure we improve our internal processes.

As a gesture of goodwill and an apology for the negative experience, we have applied a credit of \$[Amount] to your account ending in [Last 4 Digits of Account Number]. You should see this adjustment reflected in your balance within [Number] business days.

We value your business and appreciate the opportunity to make things right. If you have any further questions or concerns, please contact us directly at [Phone Number] or [Email Address].

Sincerely,

[Your Name]

[Your Title]

[Company Name]