

[Date]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

Subject: Thank You for Your Feedback Regarding Claim #[Claim Number]

Dear [Customer Name],

Thank you for taking the time to complete our survey regarding your recent flood damage claim experience. We sincerely appreciate you sharing your feedback during what we know is a difficult time.

Your responses provide us with valuable insight into how we handled your restoration and recovery process. We use this information to improve our services and ensure that our customers receive the highest level of support when dealing with water damage and property loss.

If you have any additional comments or if there are outstanding matters regarding your claim that require further attention, please do not hesitate to contact your claims representative directly at [Phone Number] or reply to this email.

Thank you for choosing [Company Name]. We are committed to helping you get back to normal as quickly as possible.

Sincerely,

[Your Name]

[Your Title]

[Company Name]