



Dear Esteemed Customer, Thanks for notifying us of the difficulties you have been experiencing with our service recently.

We are very sorry for such destabilizing encounters you have been faced with.

One of our strengths is the way we respond to our customers promptly.

Therefore, your recent experience is unjustifiable.

We have _____ to rectify the problem you have been facing.

Thank you for your understanding.

For any other question or request for assistance, you can call me directly on _____.

Best regards, _____ .