

### Scenario 3:

You receive a letter of complaint regarding an interaction a client had in your firm. Address the customer politely, acknowledging any wrongdoings and try to resolve the situation.

*I am sending you this email as I'd like to file a formal complaint about the latest customer service interaction I had with your company. I contacted you letting you know that my delivery was delayed and that I do not longer want the purchase. I have left on holidays and the purchase does not serve me any more. Since it is your fault to send it late, I am not agreeing to pay for the return cost and also I was told that I won't be able to return it after the 30 days. I demand to talk to your manager and have it resolved asap!*

Dear Lucia Esteban,

Thank you so much for reaching out to us and sharing your experience. I want to start by apologizing sincerely for the frustration and inconvenience caused by the delayed delivery and our return process.

I've personally escalated your case to our management team to ensure it receives the urgent attention it deserves. Please be assured that our team is committed to resolving this issue promptly and making things right for you.

Could you please provide your name and account number?

Your satisfaction is important to us, and we genuinely value you as our customer. We're committed to earning back your trust and ensuring you have a positive experience with us moving forward.

Best regards,

Mikel Garcia  
Customer Support Specialist  
Fortris