### Reply to Suggestion

**«Org\_Name»**

**«Org\_Address»**

**«Org\_City», «Org\_State» «Org\_PostalCode»**

«Today»

«Contact\_FullName»

«Contact\_Title»

«Account\_Name»

«Contact\_MailingAddress»

«Contact\_MailingCity», «Contact\_MailingState» «Contact\_MailingPostalCode»

Dear ,

Thank you for writing us about your satisfaction with «Org\_Name» and the associated suggestions you made. Although adding video capabilities has come up for discussion from time to time, we have never been quite able to find a way to add this feature without an associated drop in speed and performance. You raise some provocative points in your letter, however, and we definitely plan to give video more careful attention. In fact, we are now toying with the idea of sending out a questionnaire in our monthly statements to find out more ways we can improve services to our customers.

We take your letter as a welcome show of loyalty and interest. Thank you for sharing how we can better meet your needs.

Cordially,

Direct Line:

Fax Number:

Email: