**Active8 Sports**

**1111 Fake Address,**

**Cleveland, OH 44101**

March 3, 2020

Mr. Coach Fakename,

212 Elm Street

Oxford, OH 45056

Dear Coach Fakename,

It has recently come to the attention of the Cleveland branch of Active8 sports that some of our customer service representatives were making comments about some of our valued patrons on their personal twitter accounts.

While I am not responsible for the tweets in question, I hold myself responsible as manager of these employees for their actions. I can assure you that I have provided a formal reprimand and nothing like this will happen again.

I apologize on behalf of our store as well as Active8 sports corporation, as you have been an avid supporter and buyer from us for many years. I hope that you can look past this, as we would hate to lose you do the actions of a few.

I look forward to seeing you again soon, and hope that you will accept this apology as atonement for the actions of some of our staff. Regardless of your decision to continue doing business with us or not, we have appreciated your patronage for years to this point and thank you for being a loyal customer.

*Sincerely,*



Noah Dunn

*Manager of Active8, Cleveland*