Hello [username],

Please accept my gratitude for signing up and making regular use of [customer portal].

I appreciated your time and thought, and I wanted to solicit your feedback.

Tell me about your encounters. (amazing, horrible, etc.)

To that end, your comments are greatly appreciated and will be used to improve our services. It will only take a couple of minutes of your time if you're willing to do it.

Your feedback is welcome at this [link].

Much appreciated for your confidence,

[Member of the customer portal team's name]