Hello [Your Name],

We appreciate your making us your exclusive [service description] supplier.

We appreciate you taking the time to share your thoughts with us about our [Product/Service]. Your comments were carefully read, and I find them to be insightful. I'll share this feedback with the folks in charge of developing our products to see if they can work any of these tweaks into future updates. I promise to keep you informed.

I appreciate it once again and hope to hear from you soon.

Cheers,

([YOUR SIGNATURE HERE])