Hello [Name],

We appreciate your pointing this out to us. Please accept my deepest apologies for the trouble you had with [Agent Name]. We always aim to provide outstanding service to our clients, but it's clear that we fell short in this instance.

In light of your comments, we've decided to give our staff more training in customer service in an effort to avoid future misunderstandings.

Having said that, if there is anything else I can do for you right now, please don't hesitate to contact me. We value your patronage and would like the opportunity to win your confidence once again.

A heartfelt "thank you"

([YOUR SIGNATURE HERE])