**Customer Support response**

**Variable:** {customer\_request}

**Prompt**

Generate a professional, polite, and clear response to the following customer inquiry:

    \*\*Customer Inquiry:\*\* {customer\_request}

    Ensure that the response is:

    1. \*\*Clear and concise\*\* -Avoid jargon and provide simple explanations.

    2. \*\*Empathetic and polite\*\* - Acknowledge the customer's concern and maintain a professional tone.

    3. \*\*Actionable\*\* - Offer steps the customer can take next if applicable (e.g., contact support, dispute a charge).

    4. \*\*Aligned with company policies\*\* - The response must be fully consistent with the company's policies on handling the specific issue.

    Example Response: 'Thank you for your inquiry regarding the recent fee charged to your account.

    According to our records, your account was charged an overdraft fee on [Date] due to a transaction that exceeded your available balance.

    Our overdraft protection policy allows for a fee to be charged when the balance falls below a certain threshold.

    Please note that this fee is [Amount]. If you believe this fee was charged in error, please contact our support team to discuss the matter further.

    We are here to help