

# Goodwill Credit Adjustment Explanation

Date: [Insert Date]

[Your Name]

[Your Title]

[Your Company Name]

[Your Company Address]

[City, State, Zip Code]

[Recipient's Name]

[Recipient's Title]

[Recipient's Company Name]

[Recipient's Company Address]

[City, State, Zip Code]

Dear [Recipient's Name],

I hope this message finds you well. We value our relationship with you and appreciate your understanding regarding our recent transaction.

In reviewing your account, we noticed that [briefly explain the issue that led to the need for a goodwill credit adjustment]. As a gesture of goodwill and to reinforce our commitment to customer satisfaction, we have decided to issue a credit adjustment of [amount] to your account. This adjustment will be reflected on your next billing statement.

We sincerely apologize for any inconvenience this may have caused and appreciate your patience as we resolved this matter. Should you have any questions regarding this adjustment or need further assistance, please do not hesitate to reach out to us.

Thank you for being a valued customer. We look forward to continuing to serve your needs.

Sincerely,

[Your Name]

[Your Title]

[Your Company Name]

[Your Contact Information]