

Goodwill Credit Adjustment

Date: [Insert Date]

Dear [Customer's Name],

We hope this message finds you well. We are writing to formally address the service failure you experienced with us on [insert date of service failure]. We deeply apologize for any inconvenience this may have caused you.

As a token of our goodwill and to express our commitment to providing you with the highest level of service, we would like to offer you a credit adjustment of [insert amount or service]. This adjustment will be applied to your account on [insert date].

We value your business and appreciate your understanding as we work to improve our services. Please feel free to reach out to us at [insert contact information] if you have any further questions or concerns.

Thank you for your continued support.

Best regards,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]