

Dear Valued Customer,

We hope this message finds you well. We would like to take a moment to thank you for your patience and understanding during the recent service disruption that affected our operations.

At [Company Name], we strive to provide the highest level of service to our customers, and we regret any inconvenience the disruption may have caused you. As a token of our appreciation for your continued support and loyalty, we are pleased to offer you a [specific goodwill offering, e.g., discount, gift card, etc.].

Please use the code [CODE] during your next transaction or visit us at [link or address] to redeem your offering. This is our way of saying thank you for sticking with us during this time.

If you have any further questions or concerns, please do not hesitate to reach out to our customer service team at [contact information]. We value your feedback and are here to assist you.

Thank you for your understanding and support.

Sincerely,

[Your Name]

[Your Title]

[Company Name]