

# Compensation Offer for Service Failure

Date: [Insert Date]

Dear [Customer's Name],

We hope this message finds you well. We are writing to address the recent service failure you experienced with [Company Name] on [Date of Incident]. We sincerely apologize for any inconvenience this may have caused you.

As a gesture of goodwill and to compensate for the service disruption, we would like to offer you [details of compensation, e.g., a refund, discount, gift card, etc.]. We appreciate your understanding and patience during this time.

Please feel free to reach out to us at [Contact Information] if you have any questions or require further assistance.

Thank you for being a valued customer. We are committed to providing you with better service in the future.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]