

Dear [Customer's Name],

We hope this message finds you well. We are writing to address the concerns you recently raised regarding your Frequent Buyer Program benefits.

Firstly, we would like to thank you for your continued loyalty and support. Your satisfaction is very important to us, and we take all feedback seriously.

Upon reviewing your account, we noticed [briefly explain the issue, e.g., "a discrepancy in your points balance"]. We sincerely apologize for any inconvenience this may have caused.

To rectify this issue, we are [explain the solution or next steps, e.g., "updating your points balance to reflect your recent purchases"]. Additionally, if you have any further questions or concerns, please don't hesitate to reach out.

Thank you for your understanding and for being a valued member of our Frequent Buyer Program.

Sincerely,
[Your Name]
[Your Position]
[Company Name]
[Contact Information]