

Subject: Compensation Appeal for IT Outage

Dear [Client Name],

We hope this message finds you well. We are reaching out to address the recent IT outage that occurred on [date], which may have impacted your business operations. We sincerely apologize for any inconvenience this may have caused.

As a token of our commitment to delivering exceptional service, we would like to discuss the possibility of compensation for the disruption to your services. We appreciate your understanding as we work to resolve these issues and ensure it does not happen again in the future.

We value your partnership and are keen to maintain a strong relationship with you. Please let us know a suitable time for us to discuss this matter in further detail.

Thank you for your patience and understanding.

Best regards,

[Your Name]

[Your Position]

[Your Company]

[Your Contact Information]