

Goodwill Adjustment Request

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Company Name]

[Company Address]

[City, State, Zip Code]

Dear [Customer Service Manager's Name],

I hope this message finds you well. I am writing to formally request a goodwill adjustment following the recent service disruption I experienced on [insert date of disruption].

As a loyal customer of [Company Name] for [insert duration], I was disappointed with the inconvenience caused by this interruption. [Provide a brief description of the disruption and its impact on you, including additional financial costs, time lost, etc.].

Because of this experience, I would like to kindly request a goodwill adjustment in the form of [specify request - credit, refund, etc.]. I believe this adjustment would reflect your commitment to customer satisfaction and help restore my confidence in your services.

Thank you for considering my request. I look forward to your prompt response and a resolution to this matter.

Sincerely,

[Your Name]