

Goodwill Adjustment Request

Date: [Insert Date]

To: [Airline/Company Name]

From: [Your Name]

Address: [Your Address]

Email: [Your Email]

Phone: [Your Phone Number]

Dear Customer Service Team,

I hope this message finds you well. I am writing to formally request a goodwill adjustment regarding my recent travel experience with [Airline/Company Name] on [Date of Travel].

Unfortunately, my journey was affected by [describe the inconvenience, e.g., flight delay, cancellation, lost luggage], which caused significant disruption to my plans. [Add any relevant details or feelings experienced during the inconvenience, e.g., missed connections, additional expenses].

As a loyal customer, I have always valued your services and understand that operational issues can arise. However, this experience has prompted me to request a goodwill adjustment to account for the inconvenience caused. I kindly ask for [specific compensation, e.g., travel credit, refund, miles] as a gesture of goodwill.

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

Sincerely,

[Your Name]