

Date: [Insert Date]

Dear [Customer's Name],

I hope this message finds you in a moment of peace. It is with a heavy heart that I reach out to you during this challenging time. I was deeply saddened to hear about your recent loss.

Please accept my sincere condolences. I cannot imagine the pain you are going through, and I want you to know that you are in my thoughts. If you need any assistance or support, please do not hesitate to reach out.

During this difficult time, may you find comfort in the love of family and friends, as well as in the memories you cherish. We are here for you and your needs.

With heartfelt sympathy,

[Your Name]

[Your Position]

[Your Company Name]

[Your Contact Information]