

Dear [Customer's Name],

I hope this message finds you surrounded by love and support during this difficult time. We were saddened to hear about your recent loss, and we want you to know that you are in our thoughts.

During moments of grief, it is essential to lean on those who care for you, and we want to extend our heartfelt condolences. [Optional: Include a memory or a kind word about the deceased if appropriate.]

Should you need anything or if there's any way we can assist you during this time, please do not hesitate to reach out. Your well-being is important to us.

Take all the time you need to heal, and remember we are here for you.

With deepest sympathy,

[Your Name]
[Your Position]
[Your Company]