**

Subject line: Thank you for helping us improve!

Dear \_\_\_\_,

I would like to apologize for [incident] and would like to thank you for bringing it to my attention. We remain committed to [company values] and would like the opportunity to regain your trust.

Would it be possible to schedule a phone call to discuss ways we might be able to improve our service or better able to offer you [the number one benefit you can provide]?

I look forward to hearing from you,

[Name]