

NEGATIVE EXPERIENCE WITH ACCOUNT MANAGER

Subject: *[Customer Name's]* Issues with Account Manager

Dear *[customer name]*,

Thank you for reaching out regarding the *[issue type]* with your account manager.

We are very sorry for any inconvenience this person has caused you thus far. We're ready to resolve the issue as quickly as possible. If you could provide more details in [this link](#) or would like to respond to this message directly, we can discuss this further and ensure this problem doesn't become a recurring issue.

In the meantime, we are prepared to transfer your account responsibilities to *[new account manager name]*, pending your approval. *[Account manager name]* has a proven record of *[attributes or positive experience]* in providing our clients with top-tier support.

I hope this helped, and feel free to reach out using the contact information below if you have any questions, concerns, or something else I can assist with.

[Rep name, job title]

[Phone number, email address]

[Company web address]