

# POOR ONLINE REVIEW RESPONSE

Hello *[customer name]*, I just read your review and am very sorry for your recent experience. My name is *[rep name]*, *[job title]* at *[company name]*, and I thank you for bringing this to my attention.

I'd love the opportunity to gather more insights to improve our *[service or whatever the review complaint was about]* and ensure this situation never happens to other customers. If you could provide more details in [this link](#) or would like to contact me directly, we can discuss this further.