

April 2, 2017

Dear Mr. [Name]:

Thank you for your letter of [Date].

I am sorry to hear that [Issue].

I will [Action].

I will contact you again [When].

I am sure that [Outcome].

I am sorry for any inconvenience.

Thank you for your patience.

Sincerely,  
[Name]

[Title]

Enclosed please find [Items].

Yours truly,  
[Name]

[Title]

[Address]