



April 16, 2015

Dear Mr. [Name],

Thank you for your letter of [Date].

I am sorry to hear that you are having trouble with [Issue].

We will do our best to resolve this problem as quickly as possible.

Yours sincerely,

[Name]

[Title]

[Address]

[City, State, Zip]

[Phone]

Thank you for your patience.

Sincerely,

[Signature]

[Name]

[Title]