# Customer Courtesy Discount Letter

*This letter communicates a goodwill discount offered to a customer following a service issue. It serves to acknowledge the situation, express regret, and offer a token of appreciation in the form of a discount.*

**Date:** {date}

**Customer Name:** {name} {surname}

**Address:**  
{addressLine1}  
{addressLine2}  
{city}, {state} {postalCode}

Dear {name},

We sincerely appreciate your continued support as a valued customer of **{companyName}**. We recently became aware of the service issue you experienced on **{incidentDate}** regarding {issueSummary}.

At **{companyName}**, we take feedback seriously and strive to continuously improve our services. We understand how this incident may have caused frustration and disappointment, and we want to assure you that this is not reflective of our usual standards.

As a gesture of our goodwill, we are offering you a courtesy discount of **{discountAmount}** off your **{productOrService}**. We hope this demonstrates our commitment to your satisfaction and helps rebuild your confidence in us.

This discount has been automatically applied to your account and will reflect in your next billing cycle.

**Summary of the Discount**

|  |  |
| --- | --- |
| **Description** | **Value** |
| {#discountSummary}{description} | {value}{/discountSummary} |

We hope this resolution has addressed your concerns. Please feel free to contact us at **{contactEmail}** or **{contactPhone}** if you have any further questions or need assistance.

Once again, we thank you for your patience and understanding. We look forward to continuing to serve you.

Sincerely,

**{representativeName}**  
Customer Service Representative  
**{companyName}**