From,  
Monika Singh  
Marketing Head  
5 West Thorne Street  
North Olmsted, OH 44070  
monika@gmail.com

Date – 12/11/1978

To,  
Amit Misra  
CEO  
422 Greenrose Ave.  
Peoria, IL 61604  
amitm@gmail.com

Subject: -------

Dear Sir/Mam,

We have received your grievances with great shock! I'm really sorry that you had to be disappointed because of our mistake. We function on a very strict schedule to ensure these incidents don't happen on a regular basis.

An investigation is already taking place to find out the real reason behind this confusion. At the moment we are treating your case as an utmost important matter. We are trying to find out a proper solution for the problem caused. We don't compromise with our customers' satisfaction services under any circumstances. Catering to your needs and demand is the most significant aspect. We promise to look deep into the matter and assure you that our clients won’t have to suffer this again. I value your business and given a chance want to make things right.

Please give us a time of 2 days to complete our investigation. I will personally reach out to you and shed light on all the mistakes and compensate for the same.

Sincerely,

Monika Singh