

Casual Goodwill Adjustment Email

Subject: Quick Favor Regarding My Account

Hi [Representative's Name],

I hope you're doing well. I've been a customer with [Company Name] for quite some time, and I've always tried to keep my payments on time. Unfortunately, I slipped up once because of [reason, e.g., unexpected travel], and it shows as a late payment on my record.

I'd really appreciate it if you could make a goodwill adjustment and remove this mark. I've already set up auto-pay to make sure it never happens again.

Thanks a ton for your help!

Best,

[Your Name]

Get more templates here: <https://www.lettersandtemplates.com/letters/goodwill-adjustment-letter>