

Friendly Goodwill Adjustment Message

Subject: Request for a Little Help with My Account

Hi [Representative's Name],

I've been a happy customer of [Company Name] for a long time and I really value the service you provide. Unfortunately, I had a hiccup with my account recently and missed a payment due to [reason].

I've already fixed the issue and set up reminders so it doesn't happen again. I was wondering if you could help me out with a goodwill adjustment and remove this from my record.

Thanks so much for your help and for all that you do!

Best,

[Your Name]

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