



Dear Mr. /Mrs. [NAME]

Thank you for your letter of [DATE].

I am sorry to learn of the problems you experienced with our [...]. I also apologize that you feel you were given the impression that our staff member was rude to you.

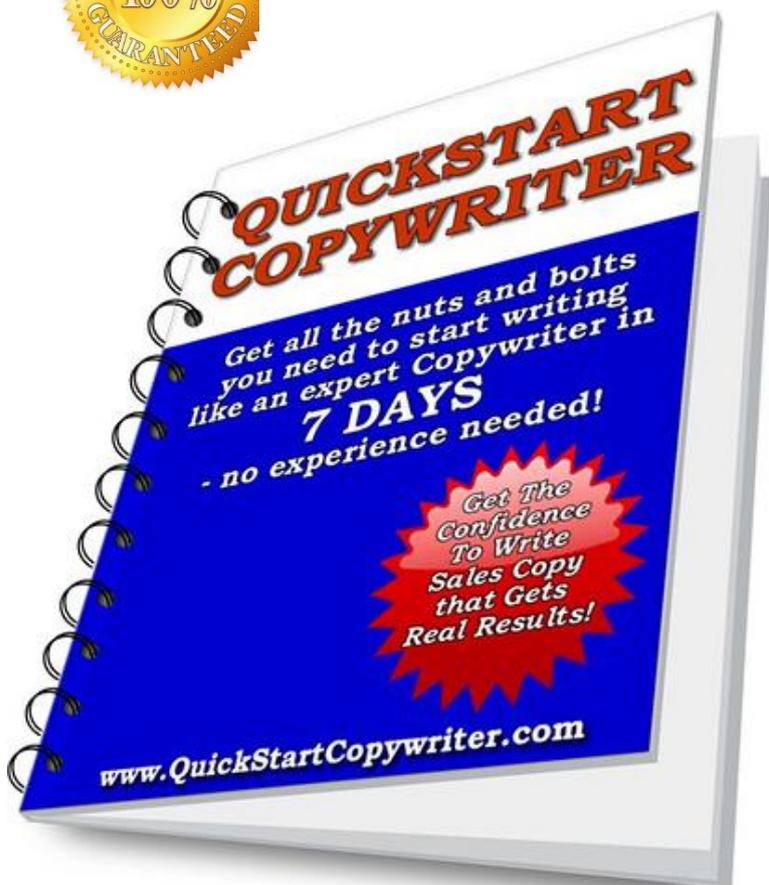
I am looking into the matter you have raised and I, or one of my colleagues will write to you again as soon as we can, within the next [...] working days.

However, if you would like to discuss this matter further in the meantime, please call me on [CONTACT NUMBER].

Thank you again for writing to us. If I can be of any further help, please let me know!

Yours sincerely,
[YOUR NAME]

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What Some of My Readers Have Said

"Highly recommended"

Marc has put in a lot of time, love and effort into creating this valuable resource for people who simply just cannot write. Don't let the simple design of the ebook cover fool you! It's actually very, very well written with plenty of practical, professional advice on the subject of copywriting. It's really a steal and I highly recommend you to get your copy while it's STILL available at such an affordable price!

Michelle Wand
Professional Piano Coach Turned Entrepreneur

"My HR Director should read this"

I just wanted to drop you a note to say how much I've enjoyed reading and putting to use all the tips you covered in your ebook. There are so many educated business professionals from my company who still cannot write and I've had to use the strategies you taught to help them improve their writing.

In fact, I told my HR Director (*who absolutely sucks at writing*) about your ebook and I hope he buys a copy for his own reference!

Julie Kaufmann
Marketing Manager with an IT firm

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