**There Was No Response to the Customer’s Previous Email**

Dear [First name],

I’m so sorry for the delay in getting back to you. I understand your frustration. Your email needed and deserved a timely response.

As you requested, I’ve updated your payment settings and alerted our website team to the problem you’re having with your account management page. Please contact me directly if you experience any further problems on the site.

For inconveniencing you not once, but twice, we’d like to offer you a [#]% discount on your next purchase in store or online. Here’s a link to the coupon code, which you can print for in-store use: [link].

Once again, [First name], I apologize for the inconvenience. We will continue to do everything we can to speed up and improve our customer service delivery.

Sincerely,

[Agent first name]

[Email/direct phone]