15 February 2020  
Lucy John  
Brooklyn, 2345

Dear Mr. John,

Sir, I just want to say thank you for your kind words. I am happy to hear about the good experience during interaction with our team. I understand how wonderful it feels when someone gets the solution in minutes. I am also glad that our team efficiently handle the problem and resolved it according to your expectations. I will forward your message to my team members; it is really encouraging for them. When we get the response, it helps us to improve and we get to know that how we are working. I appreciate having time for us and sending such a nice message to our team.

Regards

Maxwell