

Complaint Letter

March 1, 2016

FROM: Samuel King

1234 Righteous Avenue

Vancouver, BC

O2O 2O2

TO: Donny Trump

Collusion Cellular

666 Devils Way

Toronto, ON

X6X 6X6

Dear Mr. Trump

I recently changed my cell phone plan at the end of January 2016. The change to my plan included 100 less weekday minutes, free evenings and weekends, 2 GB more data usage and free roaming outside of Canada. This adjustment to my plan brought my monthly bill from \$80 to \$40. I was informed that these changes would show up on my bill for the month of March not February and that I would not incur any additional charges. However upon reviewing my bill today, March.1st, I have noticed I have been charged an extra \$100! Surely there has been some sort of mistake? I have the reference number from my interaction with employee, Dick Harper, which is #1234ABCD. Hopefully this is just a systematic error and the charge will be removed as soon as humanly possible.

Please respond back to me at your earliest convenience.

Kind Regards,

Samuel King

Bad News Letter

March 2, 2016

FROM: Donny Trump

Collusion Cellular

666 Devils Way

Toronto, ON

X6X 6X6

TO: Samuel King

1234 Righteous Avenue

Vancouver, BC

O2O 2O2

Dear Samuel,

I am apologize for the trouble this has caused you. It is our mission at Collusion Cellular to provide great cellular service and excellent customer support. However it has been brought to my attention that sometimes bugs within our accounting system can occur.

I would like to thank you for providing a very detailed message and giving the reference number #1234ABCD. I have followed up with Dick Harper and he confirmed the transaction that took place at the end of January. I feel very foolish and responsible for this matter as I am the one who put in a new accounting system for the 2016 calendar year.

To compensate for your troubles we have rescinded the \$100 charge on your bill and also applied a \$100 credit to be used towards purchasing a new cell phone from us. This credit will not expire and can be used at any time!

Once again thank you for bringing this to our attention and we hope the matter has been resolved to your liking.

Sincerely,

D. Trump