**Example of Adjustment – Replying Positively**

Company Name or Letterhead  
Address  
City, State Zip

Date

Addressee  
Address  
City, State Zip

Dear Ms. Smith:

We are pleased to tell you that we have rescinded our proposed changes to the mileage requirements for travel awards valid for use to and from Singapore. We have listened to our customers and are not too big to admit we have made a mistake. As a result, we can still offer the four first-class tickets you wanted to claim for your frequent-flyer mileage.

At the time you were denied those tickets, we had just recently made the decision to change our policy and had not received any feedback from customers. Consequently, we are happy you wrote again and gave us an opportunity to provide the extra tickets due you under the old terms.

I know the delay in getting your tickets must have created some anxiety on your part about your planned family vacation, and we are sorry for the misunderstanding.

Please do have a nice, enjoyable vacation with these tickets. Thank you for choosing our airline for all your travel needs.

Cordially,