October 10, 2012

Mr. John Smith

735 Ridge Street

Eastchester, NY 10709

Dear Mr. Smith,

We are ready to restore your fan experience and confidence in the New York Giants and proving our high-quality service to our fans. Enclosed is a receipt number for two tickets to our next home game on October 21st, 2012 against the Washington Redskins.

Providing reliable service to our fans is what is what we expect to do as a team, and it is easy to understand a fans disappointment when that service isn’t met. When ordering tickets next time, be sure to read our enclosed terms and agreements, which in section four, mentions obstructed view seating, which could not be avoided during construction. Again, we hope you enjoy the intense game against the Washington Redskins on the 21st!

We appreciate you taking your time to write to us, feedback only makes our services to our fans even better. For any more customer service help regarding tickets and seating please call 800-735-3288.

Yours Truly,

Joseph DeBenidictis

Director of Customer Support