



Customer Intimation Letter "Chevy Promise - Reimbursement "

Subject: Your Claim Request for "A Chevrolet Promise" on Total Maintenance Cost dated _____

Dear _____

Thank you for writing to us, regarding your service experience with GM. We value your feedback regarding the same as it will go a long way in helping us to serve our customers better through continuous improvements in our operations.

We are committed to make our customers service experience a great pleasure through Chevrolet Service Plus! Processes and "A Chevrolet Promise" on total cost of maintenance.

On going through the request put in by you regarding the refund of excess amount incurred by you on your vehicle against the promised maximum amount, we have dispatched the cheque to the Dealership as referred by you. The cheque details are as mentioned below; you are requested to collect the payment from the dealership. This amount approved is based upon processing of your claim that stands in conformity with the terms and conditions of the Chevrolet Promise. Please accept this, as a gesture of goodwill.

Name (Dealership Name) :

Cheque No :

Date :

Amount Rs :

Drawn On :

We look forward to your continuous support and patronage of our products and services.

We value your relationship with us and are committed to provide the best of our services.

Thanking you

Yours Sincerely

XXXXXXXXXXXX



Customer Intimation Letter "Chevy Promise - Reimbursement Denial"

Subject: Your Claim Request for "A Chevrolet Promise" on Total Maintenance Cost dated _____

Dear _____

Thank you for writing to us, regarding your service experience with GM. We value your feedback regarding the same as it will go a long way in helping us to serve our customers better through continuous improvements in our operations.

We are committed to make our customers service experience a great pleasure through GM Service Plus! Processes and "A Chevrolet Promise" on total cost of maintenance.

On going through the request, we find that your claim cannot be reimbursed as it does not comply with the terms and conditions of the Chevrolet Promise as follows.

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.

We look forward to your continuous support and patronage of our products and services.

We value your relationship with us and are committed to provide the best of our services.

Thanking you

Yours Sincerely

XXXXXXXXXXXX

