

From: The Trustpilot Team <info@marketing.trustpilotinfo.com>
To: Brodies@REDACTED.email
Subject: Let your customers know you're listening
Date: Fri, 15 Nov 2024 05:00:51 -0600

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Hi Brodies@REDACTED.email,

As you begin receiving reviews - positive, negative or somewhere in between - it's important to respond to your customers to show that you care about their experience. Whether expressing gratitude, resolving an issue, or answering a question, review responses show you're listening. In fact, **64% of consumers surveyed would prefer to buy from a responsive company over one that appears perfect.**

Respond to your reviews

If you need any tips on how best to respond to reviews, you can find everything you need in our [Help Center](#).

All the best,

The Trustpilot Team

50 West 23rd Street Suite 1000 New York NY 10010 United States,
3000 Lawrence Street Suite 201 Denver, CO 80205 United States

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Email Headers (Raw)

X-Mozilla-Status	0001
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From	The Trustpilot Team <info@marketing.trustpilotinfo.com>
To	Brodies@REDACTED.email
Subject	Let your customers know you're listening
Date	Fri, 15 Nov 2024 05:00:51 -0600
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