[DATE]

Contact Name

Address

Address2

City,

State/Province

Zip/Postal Code

**RE: COMPLIMENTARY LETTER TO EMPLOYEE ON HANDLING OF EMERGENCY**

Dear [CONTACT NAME],

You are to be highly commended for the way you handled the emergency that occurred yesterday.  
  
The paramedics have informed us that our customer's attack might have been fatal if you had not acted as quickly as you did. Thanks to your fast reaction, she is already out of intensive care and on the road to recovery.  
  
We are very proud of your association with our organisation.

Kind Regards,

[YOUR NAME]

[YOUR TITLE]

[YOUR PHONE NUMBER]

[YOUREMAIL@YOURCOMPANY.COM]