**Subject:** Confirmation of Your Duolingo Premium Subscription Cancellation

Dear Mr. Sentell,

I hope this message finds you well. My name is Bryn Hotes, and I am a customer service representative at Duolingo. I am writing to confirm that I have processed your request to unsubscribe from Duolingo Premium, submitted on Friday, November 29, 2024.

Your subscription has been successfully canceled, and you will no longer be billed $10 monthly. Additionally, I have issued a refund of $10 for the November subscription charge.

As a gesture of appreciation, I would like to offer you the opportunity to continue enjoying Duolingo Premium at a discounted rate of $3 per month, representing a 70% reduction in the usual price. This special offer will grant you continued access to all premium features, including the new AI-powered lessons, daily streak recovery, and exclusive rewards, all at a 70% discount.

If interested in this offer, please [sign in to your Duolingo account here](https://www.duolingo.com/log-in?isLoggingIn=true) to resume your premium experience. Thank you for being a valued Duolingo user. We truly appreciate your time and commitment to learning, and we hope you continue to enjoy the app's features.

Best regards,

Bryn Hotes

Duolingo Customer Service