

[Date]

[Client Name]  
[Client Title]  
[Company Name]  
[Client Address]

Dear [Client Contact Name],

I am writing to formally notify you that [Employee Name], your dedicated Client Success Manager, will be retiring from [Your Company Name] effective [Last Working Date].

[Employee Name] has been a valued member of our team for [Number] years, and we are grateful for the dedication they have shown to your account. We want to ensure that this transition is as seamless as possible for you and your team.

We are pleased to introduce [New CSM Name] as your new Client Success Manager. [New CSM Name] brings extensive experience in [Area of Expertise] and is eager to help you continue achieving your business goals. They will be taking over all responsibilities regarding your account starting [Date].

To facilitate a smooth handover, [Employee Name] and [New CSM Name] will be reaching out shortly to schedule a brief introductory meeting. In the meantime, you can reach your new point of contact at:

**Name:** [New CSM Name]  
**Email:** [New CSM Email]  
**Phone:** [New CSM Phone Number]

Thank you for your continued partnership. We remain committed to your success and look forward to our ongoing collaboration.

Sincerely,

[Your Name]  
[Your Title]  
[Your Company Name]