

[Date]

[Client Name]

[Client Company Name]

[Client Address]

Subject: Important Update Regarding Your Account Support

Dear [Client Name],

I am writing to formally notify you that [Employee Name], our [Customer Support Specialist], will be retiring from [Company Name], effective [Last Working Date].

We want to thank [Employee Name] for [Number] years of dedicated service and for the excellent support provided to your team. We are committed to ensuring a seamless transition during this period.

Moving forward, your new point of contact for all support-related matters will be [New Specialist Name]. [New Specialist Name] has been briefed on your account history and is ready to assist you with the same level of care you have come to expect.

You can reach [New Specialist Name] at:

- Email: [Email Address]
- Phone: [Phone Number]

We value our partnership and look forward to continuing our work together. If you have any questions regarding this transition, please do not hesitate to contact us.

Best regards,

[Your Name]

[Your Title]

[Company Name]