

Subject: Important Update Regarding Your Account with [Agency Name]

Dear [Client Name],

We are writing to inform you of an upcoming change regarding your account management team at [Agency Name]. Effective [Date], your primary point of contact will transition from [Current Manager Name] to [New Manager Name].

Our goal is to ensure a seamless transition. [New Manager Name] has been fully briefed on your account history, current projects, and future goals. You can reach them directly at [New Manager Email] or [New Manager Phone Number].

To help us maintain the highest level of service during this period, we invite you to share your thoughts on your experience with us so far. Your feedback is invaluable as we introduce your new team members.

Please take a moment to complete our brief Client Feedback Survey here: [\[Agency Name\] Feedback Survey](#)

Thank you for your continued trust in [Agency Name]. We look forward to our ongoing partnership.

Best regards,

[Your Name]  
[Your Title]  
[Agency Name]