

[Agency Name]  
[Agency Address]  
[City, State, Zip Code]  
[Date]

[Client Name]  
[Client Address]  
[City, State, Zip Code]

**Subject: Important Update Regarding Your Agency Contact Information**

Dear [Client Name],

We are writing to inform you of a revision to the primary contact information for your account at [Agency Name]. To ensure you continue to receive the highest level of service, please note the following updates to your dedicated service team:

**Your New Primary Contact:** [Name of New Agent/Account Manager]

**Direct Phone Number:** [Phone Number]

**Email Address:** [Email Address]

Effective [Date], please direct all inquiries regarding your policies, claims, or renewals to the contact listed above. If you have been working with [Former Contact Name], they have [Transition Reason, e.g., transitioned to a new role / retired], and [New Contact Name] is fully prepared to manage your insurance needs moving forward.

Our commitment to protecting your assets remains our top priority. There are no changes to your current insurance coverage or policy terms as a result of this administrative update.

We recommend updating your records and address book with this new information to prevent any delays in communication. If you have any immediate questions, please feel free to reach out to us at [General Agency Phone Number].

Thank you for your continued trust in [Agency Name].

Sincerely,

[Principal Name/Signature]

[Title]

[Agency Name]