

[Date]

[Client Name]

[Client Address]

[City, State, Zip Code]

Subject: Important Agency Hours and Emergency Contact Information

Dear [Client Name],

We are writing to provide you with an update regarding our agency's operating hours and to ensure you have the necessary information to reach us in the event of an emergency.

Regular Business Hours:

- Monday - Friday: [Start Time] to [End Time]
- Saturday: [Start Time] to [End Time] (or Closed)
- Sunday: [Start Time] to [End Time] (or Closed)

Please note that our office will be closed on all major public holidays.

Emergency Contact Information:

If you require urgent assistance outside of our regular business hours, please use the following contact methods:

- **Emergency Hotline:** [Phone Number]
- **On-Call Supervisor:** [Name/Phone Number]
- **Emergency Email:** [Email Address]

For life-threatening emergencies, please dial 911 or your local emergency services immediately.

We value your partnership and want to ensure you receive the support you need at all times. If you have any questions regarding these hours or procedures, please contact us during regular business hours at [Office Phone Number].

Sincerely,

[Your Name]

[Your Title]

[Agency Name]