

[Date]

[Client Name]

[Client Company Name]

[Client Address]

[City, State, Zip]

Dear [Client Contact Name],

Welcome to [Agency Name]

It is a pleasure to welcome [Client Company Name] as a new client. We are honored that you have chosen [Agency Name] to manage your commercial accounts and support your business goals.

Our primary objective is to provide you with strategic solutions and exceptional service. To ensure a smooth transition, we have assigned a dedicated account team to your business:

- **Account Manager:** [Name] - [Email/Phone]
- **Technical Support:** [Name] - [Email/Phone]
- **Billing Coordinator:** [Name] - [Email/Phone]

Next Steps in Your Onboarding

To begin our partnership, please find the following items attached/linked for your review:

- The Service Level Agreement (SLA)
- Our Business Requirements Document
- A Schedule for our Initial Kick-off Meeting

We have scheduled a preliminary "Discovery Call" for [Date] at [Time] to finalize the project timeline and confirm immediate deliverables. You will receive a calendar invitation shortly.

If you have any urgent questions before our scheduled meeting, please do not hesitate to reach out to your Account Manager directly.

We look forward to a successful and long-term partnership.

Sincerely,

[Your Name]

[Your Title]

[Agency Name]

[Agency Website]