

Subject: Welcome to [Agency Name] - Your Support & Onboarding Details

Dear [Client Name],

Welcome to **[Agency Name]**! We are thrilled to have you on board and look forward to helping you achieve your goals.

Our team is dedicated to providing you with the highest level of support. Below is the essential information you need to get started:

1. Your Dedicated Support Team

Account Manager: [Name]

Email: [Email Address]

Direct Phone: [Phone Number]

2. How to Request Support

If you have questions or need technical assistance, please use one of the following channels:

- **Support Email:** [Support Email Address]
- **Support Portal:** [\[Link to Portal\]](#)
- **Business Hours:** [Monday - Friday, 9:00 AM - 5:00 PM EST]

3. Next Steps

To kick off our partnership, we have outlined the following immediate steps:

- **Kick-off Call:** Scheduled for [Date/Time].
- **Onboarding Questionnaire:** Please complete this form: [Link].
- **Shared Folder:** Access your project files here: [Link].

We are committed to your success. If you have any immediate questions, please do not hesitate to reach out.

Best regards,

[Your Name]

[Your Title]

[Agency Name]

[Website]