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[CLIENT NAME]
Internal email sample
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Proposed subject line: Customer Change Communication – Customers with an image only service for their [industry service] will need to sign up for either [Company service A] or [Company service B]

No action required

What's happening

- As accounts and services transition from [Company 1] to [Company 2], the existing proactive notification service in [Company 1 service] is being maintained as [New Service Name] at [Company 2]. In [Company 1 service], the proactive notification could be set up for any customer with an image service, reporting, or both; however, Event Messaging requires reporting and image, reporting only, or [Company service B]. Customers who had only an image service in [Company 1 service] will need to sign up for either [Company service A] or [Company service B] to maintain proactive notification about their [service].

Customer impacts

- Event Messaging can be set up for any [Company 1] returned item customer with the following services:
 - Reporting only
 - Reporting and image
 - Online Decisioning
- Customers with only an image service will need to sign up for either [Company service A] or [Company service B] at [Company 2] to maintain a proactive notification about their [service].

Customer Communications

- Review the sample customer communication.

Questions

- If you have additional questions about this process, please contact Customer Service at 1-800-###-####.

For more information

- If there are additional proactive notification needs, customers can contact Customer Service at 1-800-###-####, option 2, to discuss how those needs will be supported in the new [Company 2].