**Editing and Condensing Text Example**

Exercise 1: You receive the following paragraph from a member of the business team for an agent website update. Correct any mechanical errors and condense the information into a short but clear communication of two to three sentences that retains the key points.

Coming this Friday, the thirtieth of June, our business will to be streamlined in order to generate a system that is existing across all our enterprise in order to serve all our major account customers.  To be achieving this major goal throughout our company, our partnerships that are important to our operations will now have their billing title changed from, the previous title of “Hierarchy”, to “Crucial Customers.”  Workers like you and your co-workers will now be able to see these lines on a customer bill. although you and your co-workers will no longer need to make any type of reference to either the previous title or the upcoming title change whenever you are happened to take a call from one of our customers.  Whenever you happen to have questions come up: log on to the company home page using your identification number and password and pull up the billing Pages to answer your own questions or other questions and concerns you happen to have come up.

**Exercise 1:**

I’m writing to inform you that on June 30th all customer accounts that have the billing title of “Hierarchy” will have their billing titles changed to “Crucial Customers” on customer bills. This change is being made to streamline the billing system throughout the company and will allow you to see the customer’s title on the customer’s bill; keep in mind not to reference titles when communicating with our customers. Please let me know if you have questions or refer to the “Billing” page on the company home site, remember to log in.