Dear [Customer],

After [time] at [Your company], I'm excited to inform you that I have just accepted an offer to move on to [New company].

However, that sadly means that I will no longer be your Account Manager here. I have enjoyed watching you grow and cheering on your successes. Working with you has taught me so much, and I will carry this knowledge on to this next chapter in my life.

Luckily, I have an incredible replacement for you. [Replacement's name] is an outstanding Account Manager and a dear friend of mine. She has been working here for [time] and has a lot to show for it. I genuinely believe you two will get along well and that she will be a huge support for you.

She will be emailing you in the next couple days with a warm greeting and plans for you both to meet. I'm looking forward to hearing all about it.

Thank you again for being a great client for the last two years. I wish you all the best.

Thanks,

[Your name]

