Hey [Customer],

I'm sorry to see you go. Doing business with you these last [number] years has been great. I've learned so much from you and have made several updates to our products based on your thorough, thoughtful feedback. I appreciate everything you've done to make our company the best it can be.

As you set onto a new path, don't forget about us! I'd love to hear about your successes in the future and the exciting growth your company inevitably will have.

Please keep in touch. Good luck with everything!

Cheers,

[Your name]

