[YOUR LOGO]

Hi {First.Name},

Thank you for being one of our valued customers.

To improve the way we do business together, we’re moving to Versapay allowing us to meet your payment expectations in this digital age. Versapay is an online, self-service customer portal where you can view your account, streamline payment processes, raise disputes, and directly communicate with us—without having to pick up the phone or send an email!

**Why we’re moving to Versapay**

We want to ensure we’re always easy to do business with and having to contact us for simple requests such as account status, making payments, and raising disputes, does not meet that expectation.

With Versapay’s Customer Portal, all your account information is in one place allowing you to view and manage your account in real-time from anywhere, anytime. You can also communicate with us using the portal’s chat-like experience to ask us questions and quickly receive answers.

**What to expect**

We’re planning on making our Customer Portal available on [rollout date]. We will be sending out Customer Portal Invitations with instructions on how to activate your account, as well as helpful resources to get you started.

**Questions or feedback?**

We encourage you to spend some time exploring the Customer Portal on your own. If you have questions about the Customer Portal, please reach out to [yourname@yourdomain.com].

Thanks,

[Your Name]  
[Your Role]

[Your Organization]