

Sample correspondence to owners introducing fileSMART

Sample 1 - Letter to owners

As part of our commitment to be at the forefront of customer service and support, we have installed a new electronic document archiving and communication system into our office.

The benefits to you are that we are now able to instantly recall documents from our computer system and email them to you so you have them instantly rather than waiting for normal post to arrive. This system will be used for normal communications as well as end of month

Your monthly statements, invoices for work carried out and other standard documents will now be emailed to you on the day we produce them.

Please enter the email address you wish us to use and return to as soon as possible.

Home:

Work:

Other:

Sample 2 - Email included in first fileSMART PrintMail email run

Subject: Statement and related documents

Welcome to our new and improved way of receiving Owner Statements and invoices!

As with any new product, it may come with some transition problems, so should you have any issues or concerns, please do not hesitate to contact [name] on [phone] or via email on [email address]

Previous practice was that invoices were attached to your owner statement when the invoice was paid. It will now be attached to your owner statement at mid-month or end of month when the invoice has been entered for payment.

Thank you for your patience through this process.

If you are unable to read the PDF, download the free Reader from <http://get.adobe.com/reader/>

Sample 3 - Letter to owners

WE ARE CHANGING THE WAY WE DO THINGS!

<INSERT COMPANY NAME> strives to provide the highest level of customer service and is pleased to advise that we have implemented an electronic document filing system to ensure that your records are protected for years to come.

The new filing system will allow us to provide our clients with new and exciting features, which include:

- Ability to receive your owner statements with creditor invoices attached via email
- Ability to receive copies of inspection reports, leases and other documents instantly
- Ability to re-email your statement and creditor invoices etc, to either yourself or your accountant, should they be misplaced

In the case of a 'disaster event', our new filing system will backup and protect ALL documentation pertaining to your investment - giving you greater peace of mind!

We anticipate that you will be pleasantly surprised at the efficiency as this change is made and our system provider will be assisting us in every manner.

It is also a good time to update your details and we ask that you complete the attached form and return to us at your earliest convenience. The following details can be returned by post, faxed on <INSERT FAX NUMBER> or emailed to <INSERT EMAIL ADDRESS>.

If you have any further queries, please do not hesitate to contact our office.

Regards

<INSERT NAME>

<INSERT TITLE>

Please complete and return to <INSERT COMPANY NAME>



Name: _____

Property under Management: _____

Preferred Email Address: _____

Home Ph: _____ Work Ph: _____ Mobile Ph: _____

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