

EXAMPLE EMAIL

Vendors SSTC

Dear customer,

We know that lots of our customers – particularly those of you with sales instructed to solicitors – will have questions with regards to the latest lockdown announcement.

First of all, we want to let you know that **we remain open for business**.

Our offices are open, although visits are limited to pre-booked appointments only. Whilst we're still available as usual over the phone or via email.

Since we returned from the first lockdown, we've seen a big increase in enquiries and general activity, which has been great for the property market.

If you leave an answerphone message or send an email and don't hear back from us right away – don't panic. We're still 100% committed to providing a great service to our customers and we're committed to returning all calls and emails within 24 hours.

With the latest announcements, there is no reason that your sale should not continue to progress. However, it would be wise to expect some delays, as there are so many third-party providers involved and it is impossible for us to know how they are all dealing with the current circumstances.

It's also likely that we'll see an increase in the time it takes solicitors dealing with property transactions to reply to enquiries and return our own messages given the current situation and the impending stamp duty deadline of March 31st.

Despite the above, we'll continue to do whatever we can to ensure that your sale progresses as quickly as possible and keep you informed of all updates.

Thank you for your patience over the next few weeks and if you are unsure of any of the above or have any questions, please feel free to get in touch at any time.

We're here to help!

Yours sincerely,

Your name | Branch Manager

