## Customer Retention & Win Back Strategies





Hi [First name], I'm reaching out because I noticed you switched your internet/mobile service(s) to another provider, and I think I could save you some money with our telecommunications provider, MATE.

We have been working with MATE for more than 12 months. Their prices are highly competitive and they have no lock-in contracts or exit fees. They're also 100% Australian-owned and operated and are really easy to deal with. I have my own service(s) with MATE and I'm really happy with them!

If you wouldn't mind sending me a copy of your current bill, I can generate an obligation-free quote for you. I can give you a call to discuss it with you – are you free after XX:00 AM/PM? Otherwise, if you'd like to learn more about MATE, please feel free to give me a call at any time on [mobile number] or visit my website [insert website].

Kind regards, [Your name]

1300 952 675

acnsupport@letsbemates.com.au

