

Dear [Customer Name],

We hope this message finds you well. As part of our commitment to enhancing your experience with us, we have created a customer journey map to better understand your interactions with our services.

Your Customer Journey Overview

- **Awareness Stage:** [Description of how the customer becomes aware of your product/service]
- **Consideration Stage:** [Description of how the customer evaluates options]
- **Purchase Stage:** [Details on the purchase process and experience]
- **Retention Stage:** [How we keep in touch and provide value post-purchase]
- **Advocacy Stage:** [Ways we encourage loyal customers to refer others]

Your Feedback Matters

We value your input! Please take a moment to share your thoughts about your experience at each stage of the customer journey. Your insights will help us serve you better.

Thank you for being a valued customer!

Sincerely,
[Your Company Name]