[*date*]

Dear [*name*]

**Contract No [insert contract number]**

Thank you for contacting us. I acknowledge receipt of your notice dated [*date*] requesting a transfer of your PMS agreement to a GMS contract.

We will now undertake the next steps set out below and will contact you within 28 days of this letter for further discussions:

[*insert practicalities*]

In the meantime if you have any questions please contact us.

Yours sincerely

[*name*]

[*title*]