**Subject: Upcoming changes to your BT Panorama account**

**Dear [Client Name],**

I hope this message finds you well.

I wanted to give you a heads up that you’ll soon receive an email or letter from BT about upcoming changes to your Panorama account. These changes are part of BT’s commitment to the ongoing investment of their platform and the services they provide.

I want to reassure you that I am fully across these changes and what they mean for you. I’ll be in touch soon, to talk to you about how this impacts your account. Or we’ll cover it in more detail during our next scheduled meeting — whichever comes first.

In the meantime, if you have any questions or would like to talk sooner, please don’t hesitate to get in touch at XXXX XXX XXX.

Warm regards,  
 [Adviser Name]  
 [Adviser Contact Details]