

# DSC Departure Email Templates

Please personalize by modifying the templates below based on the Assignee's info, the details of the program, your usual email font and the tasks you have been hired to do.

## Departure Programs

### Intro Email: First Contact with Assignee

Dear (Assignee name) (and spouse),

My name is (name) and I will be serving as your IOR Destination Services Consultant for your upcoming departure from (host location). I would like to schedule a phone call to discuss the timeline for your move, confirm when/if written notice of your lease termination has been provided to the Landlord/Property Manager, identify potential repairs needed and schedule house cleaning. If time permits, I would like to meet with you briefly at your rental property, so we can agree on what steps you need to take to get the rental ready for the final walk through with key handover to the Landlord. Would next (day of the week) at (time) be a convenient time for us to meet? If this is not convenient, please provide a time that would better suit your schedule and I will try to accommodate.

I will help you prepare your rental for the final inspection to facilitate the return of your Security Deposit, conduct a move out property inventory with you and the landlord present, assist with finalizing all necessary tasks such as notifying the utility companies of your move date, forwarding mail, obtaining school records/transcripts (if there are school age children), cancelling renter's insurance and identifying best time to close your local bank account.

Attached you will find a helpful resource, 'Leaving Host Country Departure Checklist'. I will review this checklist with you at our initial meeting to start your departure process.

Upon completion of my services, you may have an opportunity to offer feedback on the support IOR provided. My goal is your complete satisfaction. If not, I would appreciate your feedback and any suggestions on what I can do to improve your experience and the experience of future transferees.

I look forward to hearing from you and am available for any immediate questions or concerns you may have.

Best Regards,

**Your Name**

**Title | IOR Global Services**

D: +1.XXX.XXX.XXXX | M: +1.XXX.XXX.XXXX

E: email@xxxxx



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# *Departure Programs*

## Closing Email: Thank you

Dear (Assignee) (and Spouse),

I wanted to send a follow-up communication as we have now accomplished all authorized Departure Services that included: (Update the following list with relevant services you supported, see examples below)

- Notice to the Landlord
- Pre-Inspection of your property
- Recommendations/To Do's to prepare rental for Handover to Landlord
- Completed Inventory Checklist

Please let me know if there are any additional tasks with which I may assist. Although I won't be contacting you regularly as your Destination Services Consultant, I'm only an email or phone call away if you have any concerns or questions as you continue adjusting to your new surroundings.

As my services are now complete, it is our hope that you feel *completely satisfied* in the areas I assisted with your move transition. You will likely be receiving a survey that will ask you a specific question about your DS support. I kindly ask for your highest rating for my specific services delivered.

It was a pleasure working with you, (Assignee's name). I wish you all the best and hope that your time in (new city) has been a rewarding experience.

Best Regards,

**Your Name**

**Title | IOR Global Services**

D: +1.XXX.XXX.XXXX | M: +1.XXX.XXX.XXXX

E: email@xxxxx



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