Client Onboarding Communications

To onboard your clients and partners to the Qwil Messenger service, we advise that your team reach out to these users before a system invitation is sent out from Qwil Messenger. This is because it is important for them to fully understand the benefits of the service and what they can expect, as well as to be assured ahead of time that you are using the service for business communication. Enclosed is a sample email that could be used to help define the correspondence for you to send.

Sample Client email 1

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| --- | --- | --- |
| **From:** | < Company Comms Team> |  |
| **To:** | <client email address> |  |
| **Subject:** | Qwil Messenger - invitation to use our new secure chat service | |

Dear **<Client Name>,**

I am delighted to share that as part of our commitment to your online security, we will soon be inviting you to our new secure instant messaging service, Qwil Messenger. We are deploying this service for our clients to use with us for two reasons: security and convenience.

Due to increased fraud risks and phishing attempts, Qwil Messenger is now our recommended service for you to chat, share sensitive documents and join video conferences with the advantage that it is all within the same application (on mobile and desktop).

Qwil Messenger has the look and feel of WhatsApp, which makes it easy to use, but has been designed to meet the strict data compliance (including GDPR) and security requirements to keep your information safe and private. It is an invitation only service which means that the verified identities of all participants are known at all times, in addition to the highest level of encryption so all communications can be trusted (as opposed to email, SMS or WhatsApp).

Signing up is quick and simple, once you receive an invite, simply follow the instructions in the email and you will be on our secure channel in less than a minute!

We are currently rolling out the service so please keep an eye on your inboxes for your invitation. You can read more by visiting the [Qwil Messenger website](https://support.qwil.io/hc/en-us/articles/360011361778).

Kind regards,

<Adviser Name>