

How to advocate for yourself by email - Example 2

Hey Fitz and Iggy

I'm feeling a bit confused and frustrated!

Can you help me?

I've been promised great service at my new Enterprise subscription rate, but that's not happening yet.

- I've been on the standard subscription for a year
- I had a number of zoom meetings with Lila in sales
- Lila learned about my needs and challenges in detail
- She told me that the much more expensive enterprise subscription would give me fast, 1-1 support from my own account manager

What has been happening

- You've both emailed me separately, introducing yourself as my account manager
- Both of you have introduced yourselves as if the company has no knowledge of my business or my needs, and have invited me to contact you if I need help
- I NEED HELP.
- There's no way I'm going to invest more hours to help you understand the needs of my business when Lila has all that detail

What I need

- I happy to work with either of you - just let me know who
- I need the things I talked to Lila about actioned urgently

I hope we can get this sorted quickly as I think the Enterprise subscription is right for my business. But please I do have other options, and I won't wait long before I go to someone else if I need to.

Talk soon,

Shelly