

**Subject:** Conversation about your business + Lighthouse Business Manager Experience

**Message:**

Hello [User]

My name is Mike Hough, and I am a User Experience Designer at Shift 4 Payments. We are working on ways to try to improve the experience of using Harbortouch and the first step is gathering customer feedback through interviews on what works and what doesn't. I'm reaching out to you as Matt Madden had suggested you would be an excellent fit for these discussions.

The interview would last between 30-45 minutes and give you a chance to tell us how we can make your experience better.

If you're interested in sharing your thoughts, please let me know your availability over the next few weeks and I will schedule a Google Meeting.

If you have any questions, please don't hesitate to reach out.

Thank you for your time,

[Sender]