When writing an email, it is not required to use a gender-specific title (i.e., Mr., Ms., Miss., Mrs.), consider just using the person’s first and last name. Along with gender-neutral pronouns, you can use Mx. as a gender-neutral title.

**EMAIL CONVERSATION**

**WHEN WRITING AN EMAIL,**

it is not required to use a gender-specific title (i.e., Mr., Ms., Miss., Mrs.), consider just using the person’s first and last name. Along with gender-neutral pronouns, you can use Mx. as a gender-neutral title.

**SAMPLE CONVERSATIONS THAT REMOVE GENDERED TITLES**

- **Hi there, how are you today?**
  - **How can I help you today?**
    - **What would you like support with?**

- **I would just like to confirm what name you go by. […]**
  - **Great, thanks so much for giving me that information.**
  - **I will make a note with your account to ensure that other folks know that this is your name.**

- **Is there anything else you would like to tell me to help us better meet your needs?**