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APPENDIX:

Example of business letters

Claim letter
 Granting a claim
 Refusing to grant a claim
 Collection letter – The reminder
 Collection letter – The inquiry
 Collection letter – The appeal
 Collection letter – The demand
 Collection letter – The threat
 Credit inquiry letter
 Investigating credit
 Giving favorable credit information
 Giving unfavorable credit information

Letter granting credit
 Letter refusing credit
 Letter of inquiry
 Reply to an inquiry
 Order letter
 Request letter
 Request letter
 Positive reply to a request letter
 Negative reply to a request letter
 Public relations letter
 Public relations letter
 Sales letter