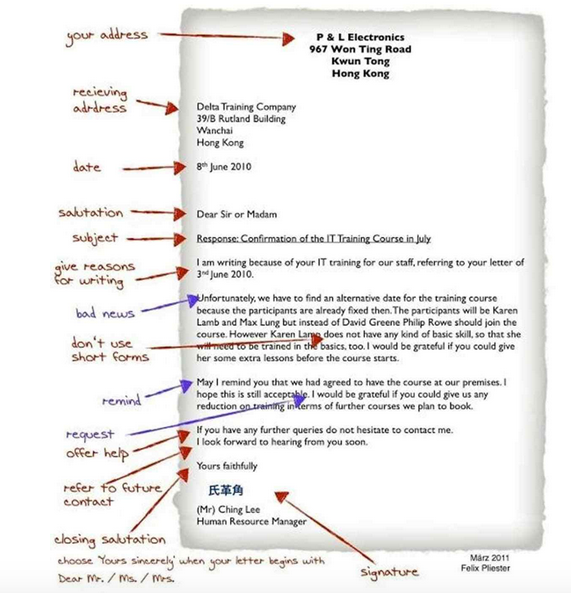
**Useful Phrases for writing formal letters**

**FORMAL LETTERS**

**STARTING**

* *We are writing you with reference to (the above order).*
* *With reference to your advertisement/letter of 10 March……*
* *We are pleased to have your inquiry of 25 of July….*
* *We acknowledge the receipt of your letter dated 12 April …..*
* *With reference to your letter inquiring about…*
* *With reference to our telephone conversation yesterday (about…),…*
* *We wish to remind you that…..*
* *I am writing this letter to request the cancellation of……..*
* *I am writing this letter to complain in the strongest terms about the poor service that I have received from your company.*

**ACTION**

* *Please advise us as soon as the…….*
* *Please open a ………….in favour of (name of the company)……….*
* *Payment can be made on any basis acceptable to you.*
* *Could you please supply us with information about the company’s standing.*
* *We have been informed (by one of our clients) that……….*
* *We regret to inform you, (however,) that….*
* *Please accept our apologies for the inconvenience caused.*
* *We must insist on…*
* *Please note that the closing date/deadline for the ……… is 30 September, so will you please complete the attached forms and return them as soon as possible.*
* *Any information you supply will be treated confidentially.*
* *May we remind you that your statement is still outstanding.*
* *Will you kindly balance your account promptly.*
* *We are puzzled to have had no remittance from you.*
* *You already have an overdraft of….*
* *Please give the matter your immediate attention.*
* *We will be left with no alternative but to (take legal action)… unless payment is received within the next seven days.*
* *Our circumstances do not allow us to wait/to go on waiting any longer.*
* *Please look into the matter.*
* *We were dissatisfied to find that….*
* *We shall have to terminate the contract.*
* *On examination we have found…*
* *We greatly appreciated your patience in this matter.*

**ENCLOSURES AND ATTACHMENT**

* *We would be grateful if you could forward/send any further information (you may have) about…. (products and terms of payment/this case)*
* *We will be pleased to supply any further information you require.*
* *We are sending the herewith the……*
* *We look forward to doing business to our mutual advantage.*
* *We would like to make a decision on this as soon as possible.*
* *In the meantime, we suggest that you call the ………*
* *We hope to meet your requirements.*
* *Please send us by return the terms and conditions on …………..*
* *For purposes of quick contact a reply by telephone would be appreciated.*
* *We look forward to the opportunity of being at your service.*
* *Could you please let us know in your earliest convenience whether the above terms and conditions are acceptable for you.*
* *We hope that the matter will be settled to our mutual satisfaction.*
* *We very much hope that you will be able to…..*
* *I would be grateful if you could spare me a few minutes.*
* *As our demand/request/issue is very urgent, a quick answer would be appreciated.*
* *Would you (also forward details of charges)………. at your earliest convenience?*
* *I should/would be pleased if you could send me …….*
* *We trust/hope you will find this condition acceptable.*
* *If there is any other information you need, please do not hesitate to contact us at the above e-mail address.*
* *Thanking you in advance.*
* *I would be most grateful if you would reply as soon as possible so that this matter can be resolved to everyone’s satisfaction.*
* *Please find enclosed….*
* *I am enclosing…….*
* *Please find attached….*

