

## 72 HOW TO WRITE BUSINESS LETTERS

### Second Letter:

We wish to call again to your attention the account of yours past due.

When this account was opened it was with the expectation that you would strictly adhere to our terms of payment. The margin of profit is so narrow that obligations must be discharged as agreed, and with the least possible friction.

We still believe this indebtedness has escaped your attention, and that a reminder will result in settlement. If there is any cause for dissatisfaction, however, please inform us at once so that it can be cleared up. It is far better to have any misunderstanding cleared up at the outset than to allow them to drag, making your account troublesome to us, and annoying to you.

If inconvenient for you to make payment at present then let us have a definite statement from you as to when remittance can be expected.

### Third Letter:

When you ordered the goods about which we have written you several times, you gave your occupation as Contractor. This position should carry considerable personal responsibility. Yet, as we wrote you in our recent letter, the account you have with our Company has not been settled, according to the contract.

If you will explain to our satisfaction your continued delay in remitting for this order, we will not suspend your credit. We are writing to you frankly. In your position you can appreciate the fact that we are giving you another opportunity to make payment, rather than place the matter in our Collector's hands.

### SEVERAL SINGLE COLLECTION LETTERS FROM THE RETAILER TO THE CONSUMER.

Your account for August, \$34.00, is still unpaid, and we would draw your attention to our terms.