

## 68 HOW TO WRITE BUSINESS LETTERS

There appears to be some misunderstanding in connection with your account. We find, however, that a complete statement was sent you on April 20th, showing at that time a balance of \$82.00. This balance has been reduced to \$38.00, which is the amount you apparently owe at the present time.

If the statement we sent you is not correct we would like to have you point out the difference, so that we can take steps to make an intelligent investigation. In your reply you simply make a general statement to the effect that all bills have been paid.

Please let us hear from you definitely, as we are anxious to check up the account.

(From the customer):

We are in receipt of your letter of Feb. 16th, and would like to know where you get your information from, stating that we take our inventory in the middle of February. We cannot see why we are under obligation to give you a statement of our affairs, as we give them to Bradstreet and Dun's, and if they are not satisfied as to our rating, we certainly do not want you to take any chances on us. You are the first mercantile house that has ever asked this of us. While we are not at all afraid to make any statement at any time, yet we are not receiving an amount of credit from you that should justify your having a statement.

If our account is not satisfactory with you, just kindly let us know by return mail so we can arrange without any inconvenience to you or to us.

We regret we cannot comply with your wishes.

(To the Customer):

The reason we wrote you direct was that we did not find any 1919 statement in the agencies, whose report we have before us, the last statement sent us